Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
624884605598	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	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	Closing	Update RECAP	4.1	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	Closing	Documentation & followed proper procedure	4.2	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	Closing	Comments on Closing:	4.3	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	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	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	First Contact Resolution	Comments on First Contact Resolution:	5.2	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	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	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	Type of Call	Comments on Type of Call:	6.2	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
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			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 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			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 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			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 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			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 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			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 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
623895308856			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 04:12:12 PM	09 May, 2025 04:14:13 PM	07 May, 2025 05:37:45 PM	0:06:26	95	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			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 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			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 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			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 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			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 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	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
624884594610			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 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
624884594610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 03:57:41 PM	09 May, 2025 04:18:07 PM	09 May, 2025 01:04:20 PM	0:08:46	100	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			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 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			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 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			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 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
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623895535555			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 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			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 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
623895535555			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 04:23:01 PM	09 May, 2025 04:41:58 PM	08 May, 2025 08:23:18 PM	0:14:46	95	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			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 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			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 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			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 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			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 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
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624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
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624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			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 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
624884601158			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 04:50:26 PM	09 May, 2025 05:04:23 PM	09 May, 2025 02:01:14 PM	0:14:13	90	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	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
623895163454	[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 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			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 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			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 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			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 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			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 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
623895163454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 04:54:47 PM	09 May, 2025 05:12:39 PM	06 May, 2025 07:46:42 PM	0:08:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			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 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			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 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			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 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			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 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			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 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884617380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 04:52:52 PM	09 May, 2025 05:19:57 PM	09 May, 2025 02:23:56 PM	0:09:57	95	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			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 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			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 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			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 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	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
624884601176	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			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 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			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 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884601176			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 05:32:20 PM	09 May, 2025 05:45:40 PM	09 May, 2025 02:00:44 PM	0:11:39	100	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			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 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			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 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			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 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			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 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			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 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884675994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 06:25:02 PM	09 May, 2025 06:40:02 PM	09 May, 2025 05:44:19 PM	0:16:31	95	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			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 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			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 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			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 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	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
624884615561	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			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 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			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 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 06:29:24 PM	09 May, 2025 06:46:26 PM	09 May, 2025 03:01:41 PM	0:12:22	85	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			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 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			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 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			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 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			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 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			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 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884594208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 06:33:57 PM	09 May, 2025 06:49:41 PM	09 May, 2025 01:20:47 PM	0:19:17	100	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			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 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			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 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			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 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			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 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884600290			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 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	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
624884600290	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	09 May, 2025 06:48:01 PM	09 May, 2025 07:12:44 PM	09 May, 2025 01:52:10 PM	0:12:39	80	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			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 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			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 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			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 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			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 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
624884642212			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 07:11:44 PM	09 May, 2025 07:42:14 PM	09 May, 2025 03:50:33 PM	0:14:21	100	External
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624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			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 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			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 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			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 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
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624884591274			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 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			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 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
624884591274			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 07:41:10 PM	09 May, 2025 07:56:37 PM	09 May, 2025 12:58:44 PM	0:11:50	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
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623895541821			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 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			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 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	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
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623895541821			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 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
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623895541821			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		09 May, 2025 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
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623895541821			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 07:58:26 PM	09 May, 2025 08:10:45 PM	08 May, 2025 08:58:41 PM	0:12:10	100	External
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623895078412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 08:11:54 PM	09 May, 2025 08:23:42 PM	06 May, 2025 03:31:14 PM	0:09:37	100	External
623895078412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 08:11:54 PM	09 May, 2025 08:23:42 PM	06 May, 2025 03:31:14 PM	0:09:37	100	External
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623895078412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 08:11:54 PM	09 May, 2025 08:23:42 PM	06 May, 2025 03:31:14 PM	0:09:37	100	External
623895078412			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 08:11:54 PM	09 May, 2025 08:23:42 PM	06 May, 2025 03:31:14 PM	0:09:37	100	External
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623895078412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 08:11:54 PM	09 May, 2025 08:23:42 PM	06 May, 2025 03:31:14 PM	0:09:37	100	External
623895078412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 08:11:54 PM	09 May, 2025 08:23:42 PM	06 May, 2025 03:31:14 PM	0:09:37	100	External
623895078412			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 08:11:54 PM	09 May, 2025 08:23:42 PM	06 May, 2025 03:31:14 PM	0:09:37	100	External
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624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
624884599745			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 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
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624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
624884599745			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 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
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624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
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624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External

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624884599745			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 08:58:27 PM	09 May, 2025 09:15:59 PM	09 May, 2025 01:53:03 PM	0:13:09	95	External
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624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
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624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
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624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			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 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			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 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884631628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 09:42:01 PM	09 May, 2025 09:54:16 PM	09 May, 2025 03:52:04 PM	0:17:15	95	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			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 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			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 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			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 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			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 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			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 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884662822			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 10:24:37 PM	09 May, 2025 10:39:20 PM	09 May, 2025 05:46:25 PM	0:07:37	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	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
624884593374	[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]	09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			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 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			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 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			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 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
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624884593374			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 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			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 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884593374			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 10:39:18 PM	09 May, 2025 10:45:19 PM	09 May, 2025 01:17:03 PM	0:13:36	100	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			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 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			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 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			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 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
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624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
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624884711615			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 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
624884711615			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 11:01:40 PM	09 May, 2025 11:26:55 PM	09 May, 2025 09:32:20 PM	0:09:58	95	External
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624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			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 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			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 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
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624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			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 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	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
624884622973	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
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624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
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624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			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 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884622973			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 May, 2025 11:34:49 PM	09 May, 2025 11:44:55 PM	09 May, 2025 02:46:51 PM	0:14:45	100	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			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		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			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		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			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		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884699276			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 10:35:32 AM	12 May, 2025 10:56:38 AM	09 May, 2025 08:10:43 PM	0:09:46	85	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			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		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			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		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	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
624884712426	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			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		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
624884712426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 11:37:44 AM	12 May, 2025 11:52:27 AM	09 May, 2025 09:45:31 PM	0:11:49	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			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		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			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		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			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		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
623895406271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 11:41:13 AM	12 May, 2025 11:56:46 AM	08 May, 2025 12:03:25 PM	0:08:41	100	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			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		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			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		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			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		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884726354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 12:28:48 PM	12 May, 2025 12:42:32 PM	09 May, 2025 10:39:39 PM	0:13:48	95	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	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
624884727772	[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]	12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			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		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			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		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			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		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884727772			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 12:45:56 PM	12 May, 2025 01:11:14 PM	09 May, 2025 10:40:59 PM	0:09:37	100	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			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		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			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		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
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624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			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		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884738039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 01:06:51 PM	12 May, 2025 01:28:24 PM	09 May, 2025 10:57:15 PM	0:16:25	80	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			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		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	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
624884811166	[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]	12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			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		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884811166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 01:10:07 PM	12 May, 2025 01:29:49 PM	12 May, 2025 12:20:05 PM	0:12:44	100	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			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		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			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		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
624884610855			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 12:25:46 PM	12 May, 2025 01:30:49 PM	09 May, 2025 02:41:57 PM	0:15:16	90	External
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624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
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624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
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624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	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
624884602597	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			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		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884602597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 01:55:41 PM	12 May, 2025 02:21:12 PM	09 May, 2025 02:03:31 PM	0:09:06	80	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			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		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			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		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
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624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
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624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
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624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			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		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884722824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 02:15:16 PM	12 May, 2025 02:38:17 PM	09 May, 2025 10:28:50 PM	0:15:00	65	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			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		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			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		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	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
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624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
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624884833461			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 02:28:51 PM	12 May, 2025 03:03:11 PM	12 May, 2025 01:51:57 PM	0:27:40	90	External
624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
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624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
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624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
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624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
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624884700435			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 03:19:38 PM	12 May, 2025 03:40:27 PM	09 May, 2025 08:19:36 PM	0:11:34	80	External
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624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
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624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
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624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
624884666406			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		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	95	External
624884666406			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 03:41:01 PM	12 May, 2025 03:43:27 PM	09 May, 2025 05:55:27 PM	0:13:12	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
624884849784	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			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		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			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		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
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624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
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624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			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		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884849784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 03:44:12 PM	12 May, 2025 04:15:24 PM	12 May, 2025 02:33:10 PM	0:12:33	90	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			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		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			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		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
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624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
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624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			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		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884738599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 04:11:58 PM	12 May, 2025 04:32:38 PM	09 May, 2025 10:59:13 PM	0:15:42	95	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
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624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			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		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			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		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	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
624884645165	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
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624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			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		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
624884645165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 04:22:15 PM	12 May, 2025 04:42:18 PM	09 May, 2025 03:58:58 PM	0:10:03	75	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			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		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			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		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
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623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
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623895345762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 04:34:36 PM	12 May, 2025 04:46:56 PM	07 May, 2025 07:06:36 PM	0:18:02	95	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			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		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			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		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External

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
624884877640	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			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		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884877640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 May, 2025 04:33:51 PM	12 May, 2025 04:49:11 PM	12 May, 2025 03:55:33 PM	0:12:39	75	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			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		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			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		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			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		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884717545			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 May, 2025 04:25:28 PM	12 May, 2025 04:50:54 PM	09 May, 2025 08:16:18 PM	0:08:32	90	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		2 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		2 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		2 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		2 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			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		2 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		2 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	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
624884819831	[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]	12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			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		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884819831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 04:45:30 PM	12 May, 2025 05:02:03 PM	12 May, 2025 02:48:43 PM	0:10:31	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 May, 2025 05:02:35 PM	12 May, 2025 05:06:19 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884829935			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 May, 2025 05:09:25 PM	12 May, 2025 05:10:30 PM	12 May, 2025 01:57:01 PM	0:06:02	100	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			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		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			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		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	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
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			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		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884646741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 05:01:17 PM	12 May, 2025 05:19:24 PM	09 May, 2025 04:43:05 PM	0:09:13	95	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			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		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			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		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			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		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884823610			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 04:40:53 PM	12 May, 2025 05:22:02 PM	12 May, 2025 03:18:53 PM	0:10:33	90	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			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		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			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		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	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
624884830108	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			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		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884830108			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 05:10:41 PM	12 May, 2025 05:36:36 PM	12 May, 2025 03:49:22 PM	0:10:59	85	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884813122			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		12 May, 2025 05:45:25 PM	12 May, 2025 05:46:45 PM	12 May, 2025 12:37:31 PM	0:09:57	100	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			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		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			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		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			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		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884810878			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 06:33:11 PM	12 May, 2025 06:43:40 PM	12 May, 2025 12:38:29 PM	0:11:09	95	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			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		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			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		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	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
624884925511	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			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		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884925511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 06:35:49 PM	12 May, 2025 06:58:21 PM	12 May, 2025 06:14:12 PM	0:12:14	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			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		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			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		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			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		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884942678			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 07:42:14 PM	12 May, 2025 07:45:21 PM	12 May, 2025 07:04:11 PM	0:10:37	100	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			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		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			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		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	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
624884858242	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			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		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884858242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 07:59:44 PM	12 May, 2025 08:05:43 PM	12 May, 2025 06:54:21 PM	0:07:47	95	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
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624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			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		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			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		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
624884854517			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		12 May, 2025 08:06:46 PM	12 May, 2025 08:24:03 PM	12 May, 2025 06:37:14 PM	0:12:19	100	External
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624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			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		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			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		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			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		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884856585			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 08:20:41 PM	12 May, 2025 08:31:10 PM	12 May, 2025 06:47:20 PM	0:10:39	80	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	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
624884896649	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			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		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			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		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
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624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
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624884896649			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		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884896649			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 08:00:51 PM	12 May, 2025 08:45:50 PM	12 May, 2025 06:02:38 PM	0:16:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			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		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			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		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
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624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			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		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
624884870665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 08:43:46 PM	12 May, 2025 08:49:32 PM	12 May, 2025 07:31:32 PM	0:09:07	95	External
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624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
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624884860520			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		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
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624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	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
624884860520	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			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		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884860520			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 10:17:59 PM	12 May, 2025 10:38:27 PM	12 May, 2025 06:57:50 PM	0:12:04	90	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			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		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			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		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			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		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884847102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 10:58:06 PM	12 May, 2025 11:06:37 PM	12 May, 2025 05:59:03 PM	0:15:59	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			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		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			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		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884876996			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		12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	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
624884876996	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	12 May, 2025 11:10:11 PM	12 May, 2025 11:34:46 PM	12 May, 2025 07:47:02 PM	0:10:41	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			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		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			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		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			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		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884815117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 May, 2025 11:39:17 PM	13 May, 2025 12:11:08 AM	12 May, 2025 02:17:24 PM	0:15:54	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			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		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			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		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			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		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884877751			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 09:52:18 AM	13 May, 2025 10:22:02 AM	12 May, 2025 07:48:18 PM	0:14:50	95	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External

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624884975510	[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]	13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			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		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
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624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			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		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884975510			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 10:28:39 AM	13 May, 2025 10:54:37 AM	12 May, 2025 11:59:50 PM	0:11:02	100	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			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		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			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		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
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624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
624884905458			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		13 May, 2025 10:22:46 AM	13 May, 2025 10:54:46 AM	12 May, 2025 09:30:04 PM	0:15:33	90	External
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624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
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624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			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		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External

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624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			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		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884982802			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 11:02:16 AM	13 May, 2025 11:20:52 AM	13 May, 2025 12:15:23 AM	0:10:46	95	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
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624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			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		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
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624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
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624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			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		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884856833			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 11:05:18 AM	13 May, 2025 11:21:38 AM	12 May, 2025 02:50:45 PM	0:10:11	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			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		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			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		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	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
624884905470	[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	Yes	13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884905470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	13 May, 2025 11:19:06 AM	13 May, 2025 11:32:17 AM	12 May, 2025 09:24:40 PM	0:11:13	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			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		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			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		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			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		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884921397			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 11:25:58 AM	13 May, 2025 11:39:28 AM	12 May, 2025 05:54:19 PM	0:14:27	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			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		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			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		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			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		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884945257			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 11:43:08 AM	13 May, 2025 11:57:22 AM	12 May, 2025 07:10:41 PM	0:15:33	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			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		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	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
624884948635	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			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		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			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		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884948635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 11:55:18 AM	13 May, 2025 12:09:46 PM	12 May, 2025 11:02:46 PM	0:12:12	100	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			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		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			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		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			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		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884979235			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 11:59:13 AM	13 May, 2025 12:10:40 PM	12 May, 2025 09:04:31 PM	0:11:25	85	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			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		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			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		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	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
624884988740	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
624884988740			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		13 May, 2025 12:14:41 PM	13 May, 2025 12:17:59 PM	13 May, 2025 12:33:53 AM	0:12:46	95	External
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624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			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		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			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		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			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		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624884878402			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 12:31:34 PM	13 May, 2025 12:52:21 PM	12 May, 2025 03:46:37 PM	0:12:10	100	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			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		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			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		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
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624885013275			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	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
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275		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		May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624885013275		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		May, 2025 12:33:11 PM	13 May, 2025 12:58:02 PM	13 May, 2025 12:21:46 PM	0:08:38	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		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 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		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 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		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 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624884810191		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		May, 2025 12:57:08 PM	13 May, 2025 01:00:35 PM	12 May, 2025 12:04:32 PM	0:06:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		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		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		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		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
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624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
624885013499		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		May, 2025 01:01:56 PM	13 May, 2025 01:14:49 PM	13 May, 2025 12:27:33 PM	0:07:50	95	External
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623895430224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External
623895430224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External
623895430224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External
623895430224		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External

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623895430224	[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]	13 May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External
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623895430224			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		13 May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External
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623895430224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External
623895430224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 01:12:29 PM	13 May, 2025 01:16:49 PM	08 May, 2025 02:23:53 PM	0:12:14	100	External
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624885018524			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 01:12:01 PM	13 May, 2025 01:27:46 PM	13 May, 2025 12:31:25 PM	0:12:02	100	External
624885018524			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 01:12:01 PM	13 May, 2025 01:27:46 PM	13 May, 2025 12:31:25 PM	0:12:02	100	External
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624884877393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	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
624884877393	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624884877393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624884877393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624884877393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624884877393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624884877393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624884877393			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		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624884877393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 01:41:52 PM	13 May, 2025 01:46:27 PM	12 May, 2025 03:57:40 PM	0:32:03	95	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			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		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			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		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
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624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
624885019531			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		13 May, 2025 02:01:03 PM	13 May, 2025 02:09:54 PM	13 May, 2025 12:36:26 PM	0:08:42	100	External
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624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			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		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			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		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
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624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
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624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			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		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	100	External
624885033271			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 02:18:44 PM	13 May, 2025 02:32:47 PM	13 May, 2025 01:27:31 PM	0:09:54	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
624884736668	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			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		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			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		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
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624884736668			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 02:43:24 PM	13 May, 2025 03:10:29 PM	09 May, 2025 10:55:05 PM	0:17:32	95	External
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624885048559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
624885048559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
624885048559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
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624885048559			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		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
624885048559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
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624885048559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
624885048559			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		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
624885048559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 02:58:33 PM	13 May, 2025 03:39:18 PM	13 May, 2025 02:16:28 PM	0:09:40	95	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			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		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			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		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	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
624885039752	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			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		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624885039752			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 03:36:25 PM	13 May, 2025 03:55:27 PM	13 May, 2025 01:50:12 PM	0:12:44	85	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624884936045			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		13 May, 2025 03:55:10 PM	13 May, 2025 03:56:34 PM	12 May, 2025 10:54:25 PM	0:19:23	90	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			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		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			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		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			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		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885022609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 03:52:35 PM	13 May, 2025 04:15:43 PM	13 May, 2025 02:38:05 PM	0:14:35	95	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	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
624885044405	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			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		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			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		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			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		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624885044405			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 04:15:32 PM	13 May, 2025 06:20:19 PM	13 May, 2025 03:56:21 PM	0:15:09	100	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			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		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			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		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			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		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624884615561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 06:22:28 PM	13 May, 2025 06:35:48 PM	09 May, 2025 03:01:41 PM	0:12:22	90	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_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		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_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		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External

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
624885108292	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
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624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
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624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_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		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885108292			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 06:43:04 PM	13 May, 2025 07:00:20 PM	13 May, 2025 05:24:55 PM	0:12:35	55	External
624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
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624885064506			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		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
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624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
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624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
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624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
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624885064506			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
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624885064506			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		13 May, 2025 07:01:04 PM	13 May, 2025 07:12:38 PM	13 May, 2025 04:38:41 PM	0:08:56	100	External
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623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
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623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			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		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External

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623895508585	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
623895508585			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 07:08:19 PM	13 May, 2025 07:17:10 PM	08 May, 2025 06:18:39 PM	0:17:11	70	External
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624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
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624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
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624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_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		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624884681685			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 07:11:23 PM	13 May, 2025 07:24:59 PM	09 May, 2025 06:02:47 PM	0:08:33	95	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			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		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			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		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
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624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			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		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885082884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 07:15:34 PM	13 May, 2025 07:30:53 PM	13 May, 2025 05:24:38 PM	0:09:48	100	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	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
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624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			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		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			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		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
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624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
624885014646			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		13 May, 2025 07:40:55 PM	13 May, 2025 07:53:01 PM	13 May, 2025 01:39:35 PM	0:16:38	90	External
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624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
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624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
624885104881			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		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
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624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
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624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
624885104881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 07:21:13 PM	13 May, 2025 08:06:40 PM	13 May, 2025 06:47:58 PM	0:11:17	95	External
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624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	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
624885031624	[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]	13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
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624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			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		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624885031624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 08:14:28 PM	13 May, 2025 08:20:31 PM	13 May, 2025 03:14:20 PM	0:15:04	95	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			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		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			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		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			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		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624884908522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 09:50:42 PM	13 May, 2025 10:12:14 PM	12 May, 2025 05:26:28 PM	0:09:43	55	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			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		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			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		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	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
624885117902	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			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		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624885117902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 May, 2025 10:40:42 PM	13 May, 2025 10:45:30 PM	13 May, 2025 07:20:34 PM	0:11:10	95	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			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		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			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		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			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		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624884811993			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 12:30:20 AM	14 May, 2025 01:05:30 AM	12 May, 2025 01:42:59 PM	0:11:41	90	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			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		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			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		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	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
624885097112	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			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		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885097112			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 11:11:40 AM	14 May, 2025 11:31:57 AM	13 May, 2025 06:20:23 PM	0:16:58	100	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			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		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			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		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			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		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885124044			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 11:09:06 AM	14 May, 2025 11:40:43 AM	13 May, 2025 07:03:10 PM	0:15:58	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			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		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			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		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	st	14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	d	14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			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		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885151495			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 11:41:33 AM	14 May, 2025 12:01:22 PM	13 May, 2025 08:25:20 PM	0:10:37	95	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	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
624885159989	[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]	14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			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		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			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		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			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		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885159989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 12:18:46 PM	14 May, 2025 12:20:39 PM	13 May, 2025 08:28:34 PM	0:11:41	100	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			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		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			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		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			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		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885042765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 11:54:23 AM	14 May, 2025 12:21:17 PM	13 May, 2025 03:44:35 PM	0:11:18	55	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	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
624885128466	[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]	14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			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		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			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		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624885128466			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 12:49:26 PM	14 May, 2025 01:09:57 PM	13 May, 2025 07:52:39 PM	0:10:25	100	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			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		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			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		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			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		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624884737208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 01:15:29 PM	14 May, 2025 01:21:59 PM	09 May, 2025 10:55:45 PM	0:15:25	95	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			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		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			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		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	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
624885160306	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			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		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885160306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 12:11:32 PM	14 May, 2025 01:22:48 PM	13 May, 2025 10:16:14 PM	0:17:02	85	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		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		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		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		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
624885196571			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		14 May, 2025 01:36:00 PM	14 May, 2025 01:37:40 PM	14 May, 2025 12:35:19 PM	0:06:35	100	External
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624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			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		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			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		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624885138512			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		14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	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
624885138512	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	14 May, 2025 01:08:58 PM	14 May, 2025 01:40:02 PM	13 May, 2025 07:14:30 PM	0:13:45	95	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			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		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			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		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			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		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884932522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 01:47:18 PM	14 May, 2025 01:48:37 PM	12 May, 2025 10:28:53 PM	0:07:42	100	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			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		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			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		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
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624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
624884985625			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		14 May, 2025 01:27:19 PM	14 May, 2025 01:51:36 PM	13 May, 2025 12:28:15 AM	0:15:51	80	External
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624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			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		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	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
624885044910	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			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		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			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		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885044910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 03:40:53 PM	14 May, 2025 03:56:36 PM	13 May, 2025 03:56:41 PM	0:19:30	90	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
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624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			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		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			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		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885043762			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 04:41:10 PM	14 May, 2025 04:52:49 PM	13 May, 2025 03:49:13 PM	0:15:41	100	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			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		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			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		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	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
624885159348	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			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		4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885159348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 May, 2025 04:10:07 PM	14 May, 2025 04:57:34 PM	13 May, 2025 08:22:29 PM	0:13:16	80	External
624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
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624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			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		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			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		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
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624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
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624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			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		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885052118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		4 May, 2025 03:56:42 PM	14 May, 2025 04:59:30 PM	13 May, 2025 04:19:08 PM	0:14:51	55	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			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		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			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		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		4 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	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
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624885240052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 04:45:24 PM	14 May, 2025 05:11:21 PM	14 May, 2025 03:29:29 PM	0:10:08	100	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
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624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			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		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
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624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			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		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885229516			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 05:13:30 PM	14 May, 2025 05:16:05 PM	14 May, 2025 02:46:36 PM	0:16:12	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			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		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			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		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			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		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885102110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 04:51:57 PM	14 May, 2025 05:24:06 PM	13 May, 2025 06:36:25 PM	0:24:54	95	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			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		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	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
624885144482	[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]	14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			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		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885144482			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 05:27:56 PM	14 May, 2025 05:40:09 PM	13 May, 2025 08:56:45 PM	0:11:37	85	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			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		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			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		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			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		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885104020			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 04:54:36 PM	14 May, 2025 05:43:11 PM	13 May, 2025 06:36:43 PM	0:13:14	90	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			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		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			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		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	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
624885241854	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			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		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885241854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 05:50:38 PM	14 May, 2025 06:00:00 PM	14 May, 2025 03:33:46 PM	0:09:30	85	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			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		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			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		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			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		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885254787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 06:30:26 PM	14 May, 2025 07:01:57 PM	14 May, 2025 04:16:41 PM	0:09:54	90	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			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		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			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		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	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
624885151456	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
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624885151456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 06:57:16 PM	14 May, 2025 07:05:19 PM	13 May, 2025 07:57:56 PM	0:07:01	95	External
624885276059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
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624885276059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
624885276059			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		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
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624885276059			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		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
624885276059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
624885276059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
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624885276059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
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624885276059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
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624885276059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 07:15:50 PM	14 May, 2025 07:51:55 PM	14 May, 2025 05:05:20 PM	0:18:53	80	External
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624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
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624885256577			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		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
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624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	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
624885256577	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
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624885256577			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		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885256577			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 07:33:33 PM	14 May, 2025 07:54:24 PM	14 May, 2025 04:15:24 PM	0:25:12	90	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
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624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
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624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			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		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885113905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 08:21:06 PM	14 May, 2025 08:32:45 PM	13 May, 2025 07:06:19 PM	0:30:22	85	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			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		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			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		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			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		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	External
624885223109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 May, 2025 09:00:40 PM	14 May, 2025 09:12:04 PM	14 May, 2025 02:07:25 PM	0:09:46	60	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
624885334930	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			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		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			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		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			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		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885334930			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 10:25:39 AM	15 May, 2025 11:08:35 AM	14 May, 2025 08:14:46 PM	0:11:39	95	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			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		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			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		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			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		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885251519			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 11:37:17 AM	15 May, 2025 12:05:13 PM	14 May, 2025 04:04:24 PM	0:25:23	70	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	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
624885329602	[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]	15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			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		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			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		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			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		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885329602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 12:42:53 PM	15 May, 2025 12:45:01 PM	14 May, 2025 07:59:32 PM	0:13:16	100	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			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		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			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		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			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		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885228909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 12:36:17 PM	15 May, 2025 01:12:50 PM	14 May, 2025 02:54:36 PM	0:30:44	85	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			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		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			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		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	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
624885220810	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
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624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			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		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885220810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 02:05:17 PM	15 May, 2025 02:06:39 PM	14 May, 2025 01:59:27 PM	0:10:26	100	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	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		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	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		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
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624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
624885275146		M	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		15 May, 2025 03:57:10 PM	15 May, 2025 03:59:30 PM	14 May, 2025 04:58:11 PM	0:10:42	95	External
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624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
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624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
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624885201859			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		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
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624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	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
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624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
624885201859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 04:15:41 PM	15 May, 2025 04:23:01 PM	14 May, 2025 12:59:13 PM	0:11:03	95	External
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624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			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		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			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		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			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		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885201429			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 06:16:23 PM	15 May, 2025 06:19:09 PM	14 May, 2025 12:59:41 PM	0:11:36	100	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			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		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			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		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	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
624885428171	[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]	15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			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		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885428171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 07:48:01 PM	15 May, 2025 07:57:35 PM	15 May, 2025 03:44:11 PM	0:14:02	75	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			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		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			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		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			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		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885474333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 07:31:05 PM	15 May, 2025 07:59:11 PM	15 May, 2025 06:49:32 PM	0:13:19	95	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885273853			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		15 May, 2025 07:52:49 PM	15 May, 2025 08:00:46 PM	14 May, 2025 05:15:23 PM	0:15:58	100	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			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		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			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		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	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
624885394256	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			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		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885394256			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 08:21:18 PM	15 May, 2025 08:34:31 PM	15 May, 2025 01:52:35 PM	0:25:23	65	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			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		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			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		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			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		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885484272			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 08:48:23 PM	15 May, 2025 08:49:44 PM	15 May, 2025 06:45:18 PM	0:12:11	90	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			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		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			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		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			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		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	95	External
624885279748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 09:44:33 PM	15 May, 2025 09:53:06 PM	14 May, 2025 05:37:27 PM	0:13:44	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
624885348600	[redacted]	[redacted]	CTE_Credit_Disco_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textar		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_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		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_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		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textar		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_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		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885348600			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		15 May, 2025 10:04:02 PM	15 May, 2025 10:14:43 PM	14 May, 2025 09:03:02 PM	0:12:55	85	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			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		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			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		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
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624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			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		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885134460			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 10:14:28 AM	16 May, 2025 10:25:39 AM	13 May, 2025 08:19:21 PM	0:11:36	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			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		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			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		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	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
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			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		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885389159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 10:45:40 AM	16 May, 2025 10:55:55 AM	15 May, 2025 01:29:19 PM	0:09:04	95	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			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		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			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		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			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		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885502201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 11:08:23 AM	16 May, 2025 11:12:45 AM	15 May, 2025 08:29:16 PM	0:13:35	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			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		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			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		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	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
624885389354	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			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		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885389354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 11:30:16 AM	16 May, 2025 11:39:02 AM	15 May, 2025 01:29:13 PM	0:09:14	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			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		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			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		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			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		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885510511			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 11:59:03 AM	16 May, 2025 12:02:17 PM	15 May, 2025 09:14:15 PM	0:09:24	100	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			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		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			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		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	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
624885486220	[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]	16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			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		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885486220			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 12:16:28 PM	16 May, 2025 12:20:55 PM	15 May, 2025 06:50:57 PM	0:09:20	95	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			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		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			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		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			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		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885502693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 12:54:58 PM	16 May, 2025 01:05:22 PM	15 May, 2025 08:36:09 PM	0:10:36	75	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			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		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			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		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			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		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885295841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 01:01:04 PM	16 May, 2025 01:08:15 PM	14 May, 2025 06:14:17 PM	0:17:44	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	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
624885340763	[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]	16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			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		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			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		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			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		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885340763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 01:47:38 PM	16 May, 2025 01:51:16 PM	14 May, 2025 08:32:34 PM	0:14:23	90	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			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		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			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		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			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		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885505955			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 01:43:23 PM	16 May, 2025 01:57:56 PM	15 May, 2025 08:58:00 PM	0:12:45	85	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	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
624885434946	Laquester Sheperd	Alorica_Paul_K	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]	16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			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		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
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624885434946			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 02:14:59 PM	16 May, 2025 02:39:47 PM	15 May, 2025 04:05:54 PM	0:12:55	80	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			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		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			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		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
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624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			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		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885399391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 02:32:33 PM	16 May, 2025 02:44:29 PM	15 May, 2025 02:14:13 PM	0:10:11	100	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			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		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			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		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	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
624885408816	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			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		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885408816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 01:37:37 PM	16 May, 2025 02:58:55 PM	15 May, 2025 02:22:02 PM	0:16:41	80	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			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		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			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		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
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624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
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624885505349			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		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885505349			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 02:59:16 PM	16 May, 2025 03:29:05 PM	15 May, 2025 08:05:08 PM	0:13:50	95	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			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		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			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		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
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624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
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624885454654			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	85	External
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624885454654			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		16 May, 2025 03:17:03 PM	16 May, 2025 03:38:35 PM	15 May, 2025 05:21:43 PM	0:23:21	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
624885441136	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			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		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			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		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
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624885441136			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
624885441136			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		16 May, 2025 03:45:20 PM	16 May, 2025 03:52:13 PM	15 May, 2025 04:31:43 PM	0:20:44	65	External
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624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
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624885197421			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		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
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624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
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624885197421			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 03:44:10 PM	16 May, 2025 03:53:50 PM	14 May, 2025 12:37:19 PM	0:06:08	95	External
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624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
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624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
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624885453571			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		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External

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624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885453571			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		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885453571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 03:45:28 PM	16 May, 2025 03:59:27 PM	15 May, 2025 05:20:16 PM	0:10:08	60	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			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		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			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		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			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		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885488907			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 03:55:24 PM	16 May, 2025 04:09:56 PM	15 May, 2025 07:09:51 PM	0:12:11	65	External
624885018437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
624885018437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
624885018437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
624885018437			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
624885018437			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		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	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
62488501843	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			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		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			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		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488501843			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 04:16:26 PM	16 May, 2025 04:35:10 PM	13 May, 2025 12:32:06 PM	0:11:00	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488526313			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 May, 2025 05:58:47 PM	16 May, 2025 06:00:33 PM	14 May, 2025 04:56:58 PM	0:06:48	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488547924			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 May, 2025 06:04:21 PM	16 May, 2025 06:05:40 PM	15 May, 2025 07:27:21 PM	0:07:55	100	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			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		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			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		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
62488542846			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	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
624885428465	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			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		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885428465			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 06:01:51 PM	16 May, 2025 06:09:53 PM	15 May, 2025 03:31:11 PM	0:17:02	85	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			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		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			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		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			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		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885471631			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 06:09:15 PM	16 May, 2025 06:09:54 PM	15 May, 2025 05:55:04 PM	0:12:32	100	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			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		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			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		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	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
624885596335	[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]	16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885596335			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 07:18:50 PM	16 May, 2025 07:21:07 PM	16 May, 2025 04:35:50 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			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		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			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		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			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		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885631324			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 07:38:44 PM	16 May, 2025 08:15:19 PM	16 May, 2025 06:32:25 PM	0:14:59	95	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
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624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			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		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			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		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885624352			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 08:00:45 PM	16 May, 2025 08:15:22 PM	16 May, 2025 06:03:31 PM	0:15:14	75	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			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		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External

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
624885342125	[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]	16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			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		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885342125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 May, 2025 09:14:33 PM	16 May, 2025 09:36:19 PM	14 May, 2025 08:32:18 PM	0:15:13	95	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			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		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			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		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			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		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885665102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 10:13:14 AM	19 May, 2025 10:20:53 AM	16 May, 2025 09:23:57 PM	0:08:46	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			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		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			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		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	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
624885683915	[redacted]	[redacted]	CTE_Credit	[redacted]	orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885683915			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 10:31:58 AM	19 May, 2025 10:34:52 AM	16 May, 2025 10:47:30 PM	0:12:24	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
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624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - 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		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885589936			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 10:49:22 AM	19 May, 2025 10:52:56 AM	16 May, 2025 04:14:56 PM	0:11:20	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - 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		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - 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		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885586220			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 11:57:51 AM	19 May, 2025 12:02:33 PM	16 May, 2025 03:58:04 PM	0:09:43	100	External
624885641137			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	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
624885641137	[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]	19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			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		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			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		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng	19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			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		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885641137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 12:14:29 PM	19 May, 2025 12:31:36 PM	16 May, 2025 07:11:32 PM	0:10:42	100	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			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		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			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		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	ks he	19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			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		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885647625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 01:02:38 PM	19 May, 2025 01:21:46 PM	16 May, 2025 07:49:02 PM	0:24:15	95	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			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		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			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		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	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
624885377850	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			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		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885377850			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 01:44:07 PM	19 May, 2025 01:51:09 PM	15 May, 2025 12:18:56 PM	0:06:22	100	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			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		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			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		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	lar	19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			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		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885573347			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 02:09:23 PM	19 May, 2025 02:16:23 PM	16 May, 2025 03:03:40 PM	0:09:50	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
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624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			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		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
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624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	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
624885775059	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
624885775059			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 02:28:14 PM	19 May, 2025 02:34:52 PM	19 May, 2025 01:35:46 PM	0:07:57	95	External
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624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
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624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
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624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
624885569565			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		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
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624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
624885569565			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 02:47:15 PM	19 May, 2025 02:54:06 PM	16 May, 2025 02:44:59 PM	0:10:06	95	External
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624885634249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	External
624885634249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	External
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624885634249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	External
624885634249			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		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	External
624885634249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	External
624885634249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	External
624885634249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	External
624885634249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 03:31:46 PM	19 May, 2025 03:33:40 PM	16 May, 2025 06:40:27 PM	0:14:20	100	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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624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			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		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			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		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885469988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 04:00:02 PM	19 May, 2025 04:01:28 PM	15 May, 2025 06:29:48 PM	0:10:33	100	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			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		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			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		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			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		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885610345			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 03:58:27 PM	19 May, 2025 04:04:53 PM	16 May, 2025 05:31:00 PM	0:08:36	95	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			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		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			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		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 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
624885577061	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
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624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
624885577061			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 04:19:27 PM	19 May, 2025 04:22:22 PM	16 May, 2025 03:22:51 PM	0:10:13	100	External
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624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			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		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
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624885776319			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		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
624885776319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 03:46:59 PM	19 May, 2025 04:24:16 PM	19 May, 2025 01:34:51 PM	0:09:53	70	External
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624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
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624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			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		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
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624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	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
624885804396	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885804396			CTE_Credit_Payment		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 04:24:20 PM	19 May, 2025 04:26:51 PM	19 May, 2025 03:20:23 PM	0:09:13	95	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - 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		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - 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		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
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624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885796680			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 04:36:18 PM	19 May, 2025 04:58:56 PM	19 May, 2025 03:40:45 PM	0:15:38	75	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - 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		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - 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		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
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624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885815991			CTE_Credit		orica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 05:17:26 PM	19 May, 2025 05:19:47 PM	19 May, 2025 04:06:48 PM	0:09:39	100	External
624885236853			CTE_Credit		orica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		orica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	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
624885236853	[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]	19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			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		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			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		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885236853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 05:39:11 PM	19 May, 2025 05:40:57 PM	14 May, 2025 03:16:38 PM	0:15:57	95	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
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624885832544			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		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
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624885832544			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		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885832544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 05:40:49 PM	19 May, 2025 05:50:51 PM	19 May, 2025 05:07:37 PM	0:09:26	100	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			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		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			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		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	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
624885227296	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			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		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885227296			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 06:03:47 PM	19 May, 2025 06:06:48 PM	14 May, 2025 02:44:08 PM	0:06:47	95	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			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		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			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		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			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		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885857493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 06:40:51 PM	19 May, 2025 06:50:10 PM	19 May, 2025 04:47:19 PM	0:08:04	100	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			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		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			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		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External

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
624885846916	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			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		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885846916			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 06:56:35 PM	19 May, 2025 07:04:59 PM	19 May, 2025 06:00:12 PM	0:07:03	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			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		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			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		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			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		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885463603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 06:55:50 PM	19 May, 2025 07:06:34 PM	15 May, 2025 06:08:01 PM	0:07:55	95	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			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		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			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		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			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		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	90	External
624885668529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 07:23:23 PM	19 May, 2025 07:25:09 PM	16 May, 2025 07:53:13 PM	0:05:19	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
624885223379	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885223379			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		19 May, 2025 07:35:23 PM	19 May, 2025 07:36:25 PM	14 May, 2025 02:33:37 PM	0:07:42	100	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			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		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			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		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	se	19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			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		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885804396			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 07:35:07 PM	19 May, 2025 07:53:13 PM	19 May, 2025 03:20:23 PM	0:09:13	90	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			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		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			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		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 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
624885872680	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			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		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885872680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 07:59:52 PM	19 May, 2025 08:00:40 PM	19 May, 2025 07:16:35 PM	0:09:41	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			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		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			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		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			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		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885811262			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 07:51:36 PM	19 May, 2025 08:13:35 PM	19 May, 2025 03:55:50 PM	0:08:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			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		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			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		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			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		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885815950			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 08:53:15 PM	19 May, 2025 08:54:33 PM	19 May, 2025 04:09:17 PM	0:07:33	100	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	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
624885879963	[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]	19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			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		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			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		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			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		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885879963			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 09:11:54 PM	19 May, 2025 09:29:39 PM	19 May, 2025 07:47:26 PM	0:21:41	90	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			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		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			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		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			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		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885684159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 09:22:13 PM	19 May, 2025 09:43:04 PM	16 May, 2025 10:46:06 PM	0:12:59	70	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			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		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			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		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	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
624885880549	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
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624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			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		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885880549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 10:00:08 PM	19 May, 2025 10:01:04 PM	19 May, 2025 07:50:25 PM	0:11:07	100	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			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		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			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		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			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		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885834824			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 10:09:30 PM	19 May, 2025 10:14:39 PM	19 May, 2025 05:17:47 PM	0:13:21	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			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		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			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		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	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
624885871135	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			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		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885871135			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 11:11:37 PM	19 May, 2025 11:33:44 PM	19 May, 2025 07:14:41 PM	0:15:17	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			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		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			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		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			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		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885772506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 May, 2025 11:51:30 PM	19 May, 2025 11:55:58 PM	19 May, 2025 12:58:48 PM	0:12:06	95	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			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		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			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		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			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		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885628734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 12:39:17 AM	20 May, 2025 12:47:05 AM	16 May, 2025 05:18:05 PM	0:08:40	90	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	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
624885490841	[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]	20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			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		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			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		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885490841			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 01:23:38 AM	20 May, 2025 01:32:49 AM	15 May, 2025 07:46:50 PM	0:11:50	85	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			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		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			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		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
624885770994			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		20 May, 2025 02:07:54 AM	20 May, 2025 02:11:43 AM	19 May, 2025 12:22:16 PM	0:08:17	90	External
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624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			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		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			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		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External

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624885382320	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
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624885382320			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		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885382320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 10:13:29 AM	20 May, 2025 10:21:13 AM	15 May, 2025 12:42:17 PM	0:19:12	95	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			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		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			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		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
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624885573099			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 10:17:30 AM	20 May, 2025 10:32:40 AM	16 May, 2025 02:06:41 PM	0:09:53	100	External
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624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
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624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
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624885893365			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		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	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
624885893365	[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]	20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885893365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 10:33:07 AM	20 May, 2025 10:35:58 AM	19 May, 2025 08:38:49 PM	0:10:24	100	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			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		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			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		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
624885161278			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 10:33:10 AM	20 May, 2025 10:43:50 AM	13 May, 2025 08:52:58 PM	0:10:09	95	External
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624885809851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 11:00:52 AM	20 May, 2025 11:12:02 AM	19 May, 2025 03:44:37 PM	0:16:53	75	External
624885809851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 11:00:52 AM	20 May, 2025 11:12:02 AM	19 May, 2025 03:44:37 PM	0:16:53	75	External
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624885809851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 11:00:52 AM	20 May, 2025 11:12:02 AM	19 May, 2025 03:44:37 PM	0:16:53	75	External
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624885809851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 11:00:52 AM	20 May, 2025 11:12:02 AM	19 May, 2025 03:44:37 PM	0:16:53	75	External
624885809851			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 11:00:52 AM	20 May, 2025 11:12:02 AM	19 May, 2025 03:44:37 PM	0:16:53	75	External
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624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External

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624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			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		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
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624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
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624885656781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 11:31:10 AM	20 May, 2025 11:35:51 AM	16 May, 2025 08:25:35 PM	0:10:33	95	External
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624885901004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885901004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885901004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885901004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885901004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885901004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885901004			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		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885901004			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 11:24:10 AM	20 May, 2025 11:40:00 AM	19 May, 2025 09:10:30 PM	0:11:48	100	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			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		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			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		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	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
624885891528	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			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		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885891528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 11:24:43 AM	20 May, 2025 11:41:03 AM	19 May, 2025 08:34:15 PM	0:09:43	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			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		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			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		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
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624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			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		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885943348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 11:46:49 AM	20 May, 2025 11:53:04 AM	19 May, 2025 10:54:25 PM	0:08:13	95	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
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624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			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		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
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624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	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
624885891183	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			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		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885891183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 12:08:39 PM	20 May, 2025 12:20:20 PM	19 May, 2025 08:28:31 PM	0:10:08	65	External
624885922769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
624885922769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
624885922769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
624885922769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
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624885922769			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		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
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624885922769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
624885922769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
624885922769			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		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
624885922769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 12:17:18 PM	20 May, 2025 12:28:00 PM	19 May, 2025 10:13:15 PM	0:06:58	90	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			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		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			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		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			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		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885897284			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 12:17:29 PM	20 May, 2025 12:39:13 PM	19 May, 2025 08:58:22 PM	0:21:59	55	External
624885680988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	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
62488568098	[redacted]	Alorica_Redwood_C	[redacted]	Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	[redacted]	20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	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		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	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		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	nts	20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488568098		Alorica_Redwood_C		Kayleigh Paul	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 12:42:06 PM	20 May, 2025 12:51:26 PM	16 May, 2025 08:47:31 PM	0:08:48	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	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		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	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		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488592802		Alorica_Duvall_L		Carey Mcdaniel	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 12:53:17 PM	20 May, 2025 12:56:38 PM	19 May, 2025 10:20:05 PM	0:08:38	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	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		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	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		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
62488577369		Alorica_Thomas_A		Ashley Thomas	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	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
624885773693	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			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		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885773693			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 12:46:55 PM	20 May, 2025 12:56:55 PM	19 May, 2025 12:16:27 PM	0:09:49	95	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_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		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_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		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_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		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885867671			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 01:00:55 PM	20 May, 2025 01:12:21 PM	19 May, 2025 05:08:05 PM	0:07:49	80	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			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		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			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		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885870924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	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
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624885870924	[redacted]	[redacted]	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 01:06:44 PM	20 May, 2025 01:20:21 PM	19 May, 2025 07:18:05 PM	0:14:33	100	External
624885981350	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			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		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			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		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
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624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
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624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			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		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885981350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 01:18:50 PM	20 May, 2025 01:26:00 PM	20 May, 2025 12:34:44 PM	0:06:36	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			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		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			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		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
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624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			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		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885838867			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 01:18:59 PM	20 May, 2025 01:30:47 PM	19 May, 2025 05:28:16 PM	0:13:47	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	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
624885977901	[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]	20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			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		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			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		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885977901			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 01:51:49 PM	20 May, 2025 02:00:47 PM	20 May, 2025 12:09:39 PM	0:09:39	95	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			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		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			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		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
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624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
624885889383			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		20 May, 2025 02:06:05 PM	20 May, 2025 02:15:58 PM	19 May, 2025 08:19:11 PM	0:10:12	100	External
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624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			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		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			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		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	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
624885983376	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	in the along we ing.	20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
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624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
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624885983376			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 02:20:34 PM	20 May, 2025 02:30:33 PM	20 May, 2025 01:40:42 PM	0:10:46	95	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			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		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
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624885939512			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		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
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624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
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624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
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624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			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		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885939512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 02:23:22 PM	20 May, 2025 02:37:39 PM	19 May, 2025 10:47:03 PM	0:12:56	90	External
624885977417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
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624885977417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	l	20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	ms we	20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	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
624885977	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977			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		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 02:54:25 PM	20 May, 2025 03:07:29 PM	20 May, 2025 12:02:37 PM	0:11:42	85	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			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		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			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		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			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		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 03:09:31 PM	20 May, 2025 03:12:43 PM	20 May, 2025 02:27:12 PM	0:12:55	95	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			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		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			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		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			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		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 03:48:40 PM	20 May, 2025 04:03:22 PM	19 May, 2025 02:11:46 PM	0:11:18	100	External
624885999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	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
624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			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		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			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		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
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624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
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624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
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624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
624885999542			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		20 May, 2025 04:18:11 PM	20 May, 2025 04:25:27 PM	20 May, 2025 02:47:43 PM	0:09:56	100	External
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624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
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624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			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		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
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624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			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		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 05:32:31 PM	20 May, 2025 05:41:37 PM	15 May, 2025 10:10:57 PM	0:10:19	85	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			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		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			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		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	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
624886022165	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			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		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886022165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 06:02:57 PM	20 May, 2025 06:09:19 PM	20 May, 2025 02:54:38 PM	0:11:20	90	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
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624886036871			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		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			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		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
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624886036871			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 05:55:24 PM	20 May, 2025 06:11:50 PM	20 May, 2025 04:51:57 PM	0:12:34	95	External
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624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
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624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External

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624886044379	[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]	20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
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624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
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624886044379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 06:09:35 PM	20 May, 2025 06:13:43 PM	20 May, 2025 04:02:23 PM	0:16:19	90	External
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624885886852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 06:43:07 PM	20 May, 2025 06:53:51 PM	19 May, 2025 07:57:34 PM	0:09:05	95	External
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624885886852			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 06:43:07 PM	20 May, 2025 06:53:51 PM	19 May, 2025 07:57:34 PM	0:09:05	95	External
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624885886852			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		20 May, 2025 06:43:07 PM	20 May, 2025 06:53:51 PM	19 May, 2025 07:57:34 PM	0:09:05	95	External
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624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
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624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			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		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			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		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	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
624886050827	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			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		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624886050827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 06:47:02 PM	20 May, 2025 06:54:23 PM	20 May, 2025 04:29:49 PM	0:14:34	100	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			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		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			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		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			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		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885845567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 07:32:43 PM	20 May, 2025 07:35:50 PM	19 May, 2025 05:56:56 PM	0:12:19	95	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			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		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			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		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	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
624885901265	[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]	20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624885901265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 07:55:48 PM	20 May, 2025 07:58:59 PM	19 May, 2025 09:05:00 PM	0:13:54	100	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624886041799			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		20 May, 2025 07:56:42 PM	20 May, 2025 07:59:42 PM	20 May, 2025 05:09:58 PM	0:12:09	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			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		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			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		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			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		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885907221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 08:31:48 PM	20 May, 2025 08:40:22 PM	19 May, 2025 09:37:43 PM	0:09:45	75	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			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		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			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		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	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
624885773002	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
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624885773002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 09:08:59 PM	20 May, 2025 09:13:39 PM	19 May, 2025 01:12:01 PM	0:09:47	95	External
624885851640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
624885851640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
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624885851640			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		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
624885851640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
624885851640			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		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
624885851640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
624885851640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
624885851640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
624885851640			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 09:52:14 PM	20 May, 2025 10:02:38 PM	19 May, 2025 06:12:17 PM	0:10:53	95	External
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624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
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624885942464			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		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			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		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
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624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
624885942464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External

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624885942464	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	20 May, 2025 10:49:13 PM	20 May, 2025 10:55:21 PM	19 May, 2025 10:56:22 PM	0:08:17	95	External
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624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
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624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
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624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
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624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
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624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
624886025795			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		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
624886025795			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 May, 2025 11:17:07 PM	20 May, 2025 11:24:06 PM	20 May, 2025 04:25:08 PM	0:11:41	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			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		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			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		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			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		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886077126			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 12:01:16 AM	21 May, 2025 12:07:05 AM	20 May, 2025 05:48:29 PM	0:16:30	95	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	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
624886103452	[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]	21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			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		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			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		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 10:52:20 AM	21 May, 2025 10:53:11 AM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			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		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			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		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			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		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624885562912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 11:38:23 AM	21 May, 2025 11:42:15 AM	16 May, 2025 02:23:27 PM	0:09:23	100	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			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		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			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		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	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
624886093884	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			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		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886093884			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 11:40:14 AM	21 May, 2025 11:42:47 AM	20 May, 2025 08:05:46 PM	0:13:03	95	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			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		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			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		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
624886132957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 11:46:39 AM	21 May, 2025 12:14:01 PM	20 May, 2025 10:42:17 PM	0:08:43	80	External
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624886146945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
624886146945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
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624886146945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
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624886146945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
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624886146945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
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624886146945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
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624886146945	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
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624886146945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 11:55:15 AM	21 May, 2025 12:14:59 PM	20 May, 2025 11:04:12 PM	0:08:43	95	External
624885981030			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 12:25:14 PM	21 May, 2025 12:33:53 PM	20 May, 2025 01:19:57 PM	0:08:18	100	External
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624885981030			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		21 May, 2025 12:25:14 PM	21 May, 2025 12:33:53 PM	20 May, 2025 01:19:57 PM	0:08:18	100	External
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624886114227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 12:37:20 PM	21 May, 2025 12:56:29 PM	20 May, 2025 09:46:36 PM	0:08:22	70	External
624886114227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 12:37:20 PM	21 May, 2025 12:56:29 PM	20 May, 2025 09:46:36 PM	0:08:22	70	External
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624886114227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 12:37:20 PM	21 May, 2025 12:56:29 PM	20 May, 2025 09:46:36 PM	0:08:22	70	External
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624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			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		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886062657			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 12:40:07 PM	21 May, 2025 01:03:06 PM	20 May, 2025 06:25:50 PM	0:18:43	100	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			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		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			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		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			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		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886164698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 12:59:12 PM	21 May, 2025 01:12:13 PM	21 May, 2025 12:16:42 PM	0:08:57	70	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
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624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			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		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			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		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	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
624886022643	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
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624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
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624886022643			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 01:17:12 PM	21 May, 2025 01:22:16 PM	20 May, 2025 04:11:36 PM	0:07:05	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			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		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			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		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			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		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886005924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 01:01:51 PM	21 May, 2025 01:26:46 PM	20 May, 2025 03:22:30 PM	0:10:20	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			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		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			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		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
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624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	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
624886164405	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	lorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno	[redacted]	21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886164405			CTE_Credit_Payment		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 01:23:49 PM	21 May, 2025 01:29:13 PM	21 May, 2025 12:04:03 PM	0:11:22	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			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		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			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		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			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		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624886010834			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 12:38:21 PM	21 May, 2025 01:29:55 PM	20 May, 2025 03:37:55 PM	0:19:07	100	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			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		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			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		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			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		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624885994084			CTE_Credit		lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 01:22:52 PM	21 May, 2025 01:34:06 PM	20 May, 2025 01:29:53 PM	0:12:58	95	External
624886175439			CTE_Credit		lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			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		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External

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
624886175439	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			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		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			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		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886175439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 01:44:47 PM	21 May, 2025 01:49:53 PM	21 May, 2025 01:05:02 PM	0:10:26	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			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		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			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		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			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		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186380			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 03:45:10 PM	21 May, 2025 03:50:22 PM	21 May, 2025 01:43:23 PM	0:10:50	100	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			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		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			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		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	t.	21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	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
624886186453	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			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		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886186453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 04:08:46 PM	21 May, 2025 04:17:16 PM	21 May, 2025 01:46:35 PM	0:10:34	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			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		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			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		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
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624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			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		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886145693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 04:30:11 PM	21 May, 2025 04:35:03 PM	20 May, 2025 09:47:52 PM	0:10:53	95	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
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624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			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		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			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		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886164866			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 04:42:56 PM	21 May, 2025 04:56:39 PM	21 May, 2025 12:28:35 PM	0:10:23	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	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
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			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		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			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		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
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624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
624886081488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 05:01:18 PM	21 May, 2025 05:13:11 PM	20 May, 2025 07:31:06 PM	0:11:52	100	External
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624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
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624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
624885934255			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		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
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624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
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624885934255			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 05:49:28 PM	21 May, 2025 06:01:33 PM	19 May, 2025 10:36:53 PM	0:08:20	80	External
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624886109960			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 05:26:24 PM	21 May, 2025 06:06:05 PM	20 May, 2025 09:19:11 PM	0:13:57	95	External
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624886109960			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 05:26:24 PM	21 May, 2025 06:06:05 PM	20 May, 2025 09:19:11 PM	0:13:57	95	External
624886109960			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		21 May, 2025 05:26:24 PM	21 May, 2025 06:06:05 PM	20 May, 2025 09:19:11 PM	0:13:57	95	External
624886109960			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 05:26:24 PM	21 May, 2025 06:06:05 PM	20 May, 2025 09:19:11 PM	0:13:57	95	External
624886109960			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		21 May, 2025 05:26:24 PM	21 May, 2025 06:06:05 PM	20 May, 2025 09:19:11 PM	0:13:57	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
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624886109960			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 05:26:24 PM	21 May, 2025 06:06:05 PM	20 May, 2025 09:19:11 PM	0:13:57	95	External
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624886109960			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 05:26:24 PM	21 May, 2025 06:06:05 PM	20 May, 2025 09:19:11 PM	0:13:57	95	External
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624886194796			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 07:25:52 PM	21 May, 2025 07:33:15 PM	21 May, 2025 02:08:52 PM	0:13:02	100	External
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624886194796			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 07:25:52 PM	21 May, 2025 07:33:15 PM	21 May, 2025 02:08:52 PM	0:13:02	100	External
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624886194796			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		21 May, 2025 07:25:52 PM	21 May, 2025 07:33:15 PM	21 May, 2025 02:08:52 PM	0:13:02	100	External
624886194796			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 07:25:52 PM	21 May, 2025 07:33:15 PM	21 May, 2025 02:08:52 PM	0:13:02	100	External
624886194796			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 07:25:52 PM	21 May, 2025 07:33:15 PM	21 May, 2025 02:08:52 PM	0:13:02	100	External
624886194796			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 07:25:52 PM	21 May, 2025 07:33:15 PM	21 May, 2025 02:08:52 PM	0:13:02	100	External
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624886220769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 07:40:17 PM	21 May, 2025 07:53:06 PM	21 May, 2025 03:41:02 PM	0:14:14	75	External
624886220769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 07:40:17 PM	21 May, 2025 07:53:06 PM	21 May, 2025 03:41:02 PM	0:14:14	75	External
624886220769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 07:40:17 PM	21 May, 2025 07:53:06 PM	21 May, 2025 03:41:02 PM	0:14:14	75	External
624886220769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 07:40:17 PM	21 May, 2025 07:53:06 PM	21 May, 2025 03:41:02 PM	0:14:14	75	External
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624886220769			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		21 May, 2025 07:40:17 PM	21 May, 2025 07:53:06 PM	21 May, 2025 03:41:02 PM	0:14:14	75	External
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624886220769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 07:40:17 PM	21 May, 2025 07:53:06 PM	21 May, 2025 03:41:02 PM	0:14:14	75	External
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624886220769			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 07:40:17 PM	21 May, 2025 07:53:06 PM	21 May, 2025 03:41:02 PM	0:14:14	75	External
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624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
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624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
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624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			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		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624885866402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 08:14:39 PM	21 May, 2025 08:26:09 PM	19 May, 2025 06:54:18 PM	0:09:58	80	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			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		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			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		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External

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
624886230682	[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	21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624886230682			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 May, 2025 10:11:55 PM	21 May, 2025 10:20:47 PM	21 May, 2025 05:26:18 PM	0:25:33	90	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			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	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			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	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
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624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			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	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624885990499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 May, 2025 10:44:31 PM	21 May, 2025 10:57:39 PM	20 May, 2025 02:10:00 PM	0:16:11	75	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			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	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			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	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			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	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886103452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	21 May, 2025 11:14:48 PM	21 May, 2025 11:15:40 PM	20 May, 2025 07:19:49 PM	0:12:20	100	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	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
624886261623	[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]	21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			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		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
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624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
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624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			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		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886261623			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		21 May, 2025 11:16:56 PM	21 May, 2025 11:29:14 PM	21 May, 2025 07:30:02 PM	0:11:24	85	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			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		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			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		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			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		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886248960			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 11:43:21 AM	22 May, 2025 12:19:02 PM	21 May, 2025 06:42:32 PM	0:13:25	95	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			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		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			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		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	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
624886344579	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			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		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886344579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 12:35:15 PM	22 May, 2025 01:38:02 PM	22 May, 2025 12:18:59 PM	0:08:55	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			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		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			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		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			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		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886347594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 01:40:35 PM	22 May, 2025 01:49:47 PM	22 May, 2025 01:04:37 PM	0:10:38	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			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		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			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		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	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
624886276208	[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]	22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276208			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 01:43:48 PM	22 May, 2025 01:51:35 PM	21 May, 2025 08:12:04 PM	0:10:28	100	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			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		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			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		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			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		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886276981			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 01:50:47 PM	22 May, 2025 02:01:28 PM	21 May, 2025 08:13:13 PM	0:08:33	85	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			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		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			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		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			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		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886077877			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 02:06:57 PM	22 May, 2025 02:10:57 PM	20 May, 2025 07:09:28 PM	0:14:09	90	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	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
624886135253	[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]	22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			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		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			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		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886135253			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 02:16:10 PM	22 May, 2025 02:39:58 PM	20 May, 2025 10:45:14 PM	0:13:45	95	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			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		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			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		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
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624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			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		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624886184040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 02:37:06 PM	22 May, 2025 02:41:56 PM	21 May, 2025 02:49:49 PM	0:11:12	90	External
624885611996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			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		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			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		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	External
624885611996			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 02:03:25 PM	22 May, 2025 02:48:01 PM	16 May, 2025 05:21:18 PM	0:12:17	80	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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624886351180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 02:43:56 PM	22 May, 2025 02:57:37 PM	22 May, 2025 01:22:55 PM	0:11:35	100	External
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624885978404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 03:29:04 PM	22 May, 2025 03:34:04 PM	20 May, 2025 12:24:13 PM	0:35:53	90	External
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624885978404			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 03:29:04 PM	22 May, 2025 03:34:04 PM	20 May, 2025 12:24:13 PM	0:35:53	90	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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624886403705	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 May, 2025 04:19:19 PM	22 May, 2025 04:24:43 PM	22 May, 2025 03:45:09 PM	0:09:20	100	External
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624886314080	[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]	22 May, 2025 04:25:24 PM	22 May, 2025 06:10:03 PM	21 May, 2025 11:01:03 PM	0:14:31	90	External
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624886314080	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	22 May, 2025 04:25:24 PM	22 May, 2025 06:10:03 PM	21 May, 2025 11:01:03 PM	0:14:31	90	External
624886314080	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	22 May, 2025 04:25:24 PM	22 May, 2025 06:10:03 PM	21 May, 2025 11:01:03 PM	0:14:31	90	External
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624886314080	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	22 May, 2025 04:25:24 PM	22 May, 2025 06:10:03 PM	21 May, 2025 11:01:03 PM	0:14:31	90	External
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624886314080	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	22 May, 2025 04:25:24 PM	22 May, 2025 06:10:03 PM	21 May, 2025 11:01:03 PM	0:14:31	90	External
624886314080	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	22 May, 2025 04:25:24 PM	22 May, 2025 06:10:03 PM	21 May, 2025 11:01:03 PM	0:14:31	90	External
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624886314080	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	22 May, 2025 04:25:24 PM	22 May, 2025 06:10:03 PM	21 May, 2025 11:01:03 PM	0:14:31	90	External
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624886390007	[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]	22 May, 2025 06:33:02 PM	22 May, 2025 06:43:02 PM	22 May, 2025 03:55:01 PM	0:15:05	70	External
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624886390007	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	22 May, 2025 06:33:02 PM	22 May, 2025 06:43:02 PM	22 May, 2025 03:55:01 PM	0:15:05	70	External
624886390007	[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]	22 May, 2025 06:33:02 PM	22 May, 2025 06:43:02 PM	22 May, 2025 03:55:01 PM	0:15:05	70	External

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624886390007			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 06:33:02 PM	22 May, 2025 06:43:02 PM	22 May, 2025 03:55:01 PM	0:15:05	70	External
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624886390007			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 06:33:02 PM	22 May, 2025 06:43:02 PM	22 May, 2025 03:55:01 PM	0:15:05	70	External
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624886374499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 06:14:41 PM	22 May, 2025 06:44:12 PM	22 May, 2025 02:52:44 PM	0:15:43	90	External
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624886374499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 06:14:41 PM	22 May, 2025 06:44:12 PM	22 May, 2025 02:52:44 PM	0:15:43	90	External
624886374499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 06:14:41 PM	22 May, 2025 06:44:12 PM	22 May, 2025 02:52:44 PM	0:15:43	90	External
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624886374499			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 06:14:41 PM	22 May, 2025 06:44:12 PM	22 May, 2025 02:52:44 PM	0:15:43	90	External
624886374499			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		22 May, 2025 06:14:41 PM	22 May, 2025 06:44:12 PM	22 May, 2025 02:52:44 PM	0:15:43	90	External
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624886374499			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		22 May, 2025 06:14:41 PM	22 May, 2025 06:44:12 PM	22 May, 2025 02:52:44 PM	0:15:43	90	External
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624886402402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
624886402402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
624886402402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
624886402402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
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624886402402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
624886402402			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		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
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624886402402			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
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624886402402			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		22 May, 2025 06:48:30 PM	22 May, 2025 06:56:21 PM	22 May, 2025 04:27:58 PM	0:09:21	90	External
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624886294650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 06:51:10 PM	22 May, 2025 07:03:31 PM	21 May, 2025 09:58:12 PM	0:13:53	95	External
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624886294650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 06:51:10 PM	22 May, 2025 07:03:31 PM	21 May, 2025 09:58:12 PM	0:13:53	95	External
624886294650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 06:51:10 PM	22 May, 2025 07:03:31 PM	21 May, 2025 09:58:12 PM	0:13:53	95	External
624886294650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 06:51:10 PM	22 May, 2025 07:03:31 PM	21 May, 2025 09:58:12 PM	0:13:53	95	External
624886294650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 06:51:10 PM	22 May, 2025 07:03:31 PM	21 May, 2025 09:58:12 PM	0:13:53	95	External
624886294650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 06:51:10 PM	22 May, 2025 07:03:31 PM	21 May, 2025 09:58:12 PM	0:13:53	95	External
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624886294650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 06:51:10 PM	22 May, 2025 07:03:31 PM	21 May, 2025 09:58:12 PM	0:13:53	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
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624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			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		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			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		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
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624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
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624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	95	External
624886410725			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 07:01:49 PM	22 May, 2025 07:03:46 PM	22 May, 2025 04:56:16 PM	0:08:58	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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624885770502	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 May, 2025 07:04:34 PM	22 May, 2025 07:07:37 PM	19 May, 2025 12:42:38 PM	0:05:57	100	External
624885770502	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	[redacted]	22 May, 2025 07:04:34 PM	22 May, 2025 07:07:37 PM	19 May, 2025 12:42:38 PM	0:05:57	100	External
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624885770502	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 May, 2025 07:04:34 PM	22 May, 2025 07:07:37 PM	19 May, 2025 12:42:38 PM	0:05:57	100	External
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624885770502	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	22 May, 2025 07:04:34 PM	22 May, 2025 07:07:37 PM	19 May, 2025 12:42:38 PM	0:05:57	100	External
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624885770502	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno	[redacted]	22 May, 2025 07:04:34 PM	22 May, 2025 07:07:37 PM	19 May, 2025 12:42:38 PM	0:05:57	100	External
624885770502	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	22 May, 2025 07:04:34 PM	22 May, 2025 07:07:37 PM	19 May, 2025 12:42:38 PM	0:05:57	100	External
624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
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624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
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624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
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624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
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624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
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624885548885	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea	[redacted]	22 May, 2025 07:19:21 PM	22 May, 2025 07:19:58 PM	16 May, 2025 12:26:04 PM	0:10:51	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[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]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[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]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[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]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
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624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[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]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886392503	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	22 May, 2025 07:18:48 PM	22 May, 2025 07:22:00 PM	22 May, 2025 03:07:36 PM	0:13:30	100	External
624886189240	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno	[redacted]	22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno	[redacted]	22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno	[redacted]	22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	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
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886189240		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 May, 2025 07:21:42 PM	22 May, 2025 07:22:21 PM	21 May, 2025 01:57:41 PM	0:08:59	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesn		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesn		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886448205		CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		22 May, 2025 07:27:49 PM	22 May, 2025 07:28:45 PM	22 May, 2025 06:56:11 PM	0:15:47	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		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		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		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		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		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		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886307156		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 07:44:52 PM	22 May, 2025 07:50:14 PM	21 May, 2025 08:40:45 PM	0:11:50	100	External
624886370134		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134		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		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134		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		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	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
624886370134	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			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		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886370134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 08:22:40 PM	22 May, 2025 08:26:36 PM	22 May, 2025 02:44:00 PM	0:12:02	100	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			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		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			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		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			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		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886321858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 08:25:23 PM	22 May, 2025 08:27:31 PM	21 May, 2025 11:10:10 PM	0:15:12	95	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			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		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			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		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	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
624886426083	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			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		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886426083			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 09:06:04 PM	22 May, 2025 09:13:17 PM	22 May, 2025 06:03:41 PM	0:10:45	70	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			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		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			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		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			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		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886428408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 09:57:07 PM	22 May, 2025 09:59:27 PM	22 May, 2025 06:06:15 PM	0:12:16	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			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		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			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		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886195949			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		22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 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
624886195949	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	22 May, 2025 10:34:09 PM	22 May, 2025 10:37:06 PM	21 May, 2025 03:26:52 PM	0:11:41	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			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		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			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		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			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		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886462443			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		22 May, 2025 11:13:06 PM	22 May, 2025 11:21:02 PM	22 May, 2025 07:56:03 PM	0:09:15	95	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			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		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			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		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			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		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886377193			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 10:37:09 AM	23 May, 2025 10:51:15 AM	22 May, 2025 03:11:01 PM	0:14:08	90	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	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
624886480142	[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]	23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			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		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
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624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
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624886480142			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 11:03:45 AM	23 May, 2025 11:11:46 AM	22 May, 2025 08:09:01 PM	0:09:32	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			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		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			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		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
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624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
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624886381525			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		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886381525			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 11:23:18 AM	23 May, 2025 11:30:44 AM	22 May, 2025 02:37:41 PM	0:09:49	95	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			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		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			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		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	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
624886105068	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			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		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886105068			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 11:58:31 AM	23 May, 2025 12:04:49 PM	20 May, 2025 08:54:38 PM	0:09:16	85	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			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		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			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		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			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		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886351568			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 11:20:44 AM	23 May, 2025 12:13:14 PM	22 May, 2025 01:30:13 PM	0:43:00	95	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			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		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			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		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
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624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External

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624886471504	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			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		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886471504			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 12:35:00 PM	23 May, 2025 12:45:53 PM	22 May, 2025 08:23:25 PM	0:08:24	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			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		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			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		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			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		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886416783			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 12:17:17 PM	23 May, 2025 12:47:14 PM	22 May, 2025 05:13:50 PM	0:13:21	90	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			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		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			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		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
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624886230413			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		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886230413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 01:05:02 PM	23 May, 2025 01:12:11 PM	21 May, 2025 05:19:32 PM	0:09:17	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	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
624886384977	[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]	23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			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		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			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		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
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624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			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		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886384977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 01:27:13 PM	23 May, 2025 01:29:08 PM	22 May, 2025 03:34:04 PM	0:10:00	100	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			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		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			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		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
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624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
624886380529			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 01:41:19 PM	23 May, 2025 02:02:43 PM	22 May, 2025 03:25:52 PM	0:13:02	95	External
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624886000476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
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624886000476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
624886000476			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		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
624886000476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
624886000476			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		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
624886000476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
624886000476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	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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624886000476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
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624886000476			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 02:00:37 PM	23 May, 2025 02:08:59 PM	20 May, 2025 02:50:47 PM	0:11:05	100	External
624886477669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 01:46:42 PM	23 May, 2025 02:15:57 PM	22 May, 2025 08:00:26 PM	0:16:37	85	External
624886477669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 01:46:42 PM	23 May, 2025 02:15:57 PM	22 May, 2025 08:00:26 PM	0:16:37	85	External
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624886477669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 01:46:42 PM	23 May, 2025 02:15:57 PM	22 May, 2025 08:00:26 PM	0:16:37	85	External
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624886477669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 01:46:42 PM	23 May, 2025 02:15:57 PM	22 May, 2025 08:00:26 PM	0:16:37	85	External
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624886477669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 01:46:42 PM	23 May, 2025 02:15:57 PM	22 May, 2025 08:00:26 PM	0:16:37	85	External
624886477669			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		23 May, 2025 01:46:42 PM	23 May, 2025 02:15:57 PM	22 May, 2025 08:00:26 PM	0:16:37	85	External
624886477669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 01:46:42 PM	23 May, 2025 02:15:57 PM	22 May, 2025 08:00:26 PM	0:16:37	85	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			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		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			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		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	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
624886359344	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			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		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886359344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 02:00:53 PM	23 May, 2025 02:39:59 PM	22 May, 2025 01:52:21 PM	0:15:16	90	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			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		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			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		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			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		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886499698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 03:06:05 PM	23 May, 2025 03:13:53 PM	22 May, 2025 10:19:50 PM	0:10:15	55	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			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		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			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		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External

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
624886254452	[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	23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			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	23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886254452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 May, 2025 03:05:41 PM	23 May, 2025 03:14:51 PM	21 May, 2025 06:58:14 PM	0:09:34	75	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			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	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			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	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			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	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
624886463145			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 May, 2025 03:10:22 PM	23 May, 2025 03:15:50 PM	22 May, 2025 07:51:30 PM	0:14:14	95	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			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	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			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	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			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	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
625828556305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	23 May, 2025 03:31:11 PM	23 May, 2025 03:34:36 PM	23 May, 2025 02:36:30 PM	0:16:13	85	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	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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624886544846			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		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			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		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			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		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
624886544846			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 02:38:24 PM	23 May, 2025 04:00:00 PM	23 May, 2025 01:55:09 PM	0:12:29	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			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		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			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		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
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625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			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		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
625828561990			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 03:56:52 PM	23 May, 2025 04:22:10 PM	23 May, 2025 02:54:30 PM	0:17:21	75	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	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
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624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			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		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
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624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			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		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886463910			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 04:06:37 PM	23 May, 2025 04:25:20 PM	22 May, 2025 07:59:14 PM	0:16:37	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			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		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			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		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
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624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
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624886240364			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		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886240364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 02:22:13 PM	23 May, 2025 04:26:45 PM	21 May, 2025 06:09:15 PM	0:10:21	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			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		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			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		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	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
624886552292	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
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624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
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624886552292			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 04:27:11 PM	23 May, 2025 04:37:57 PM	23 May, 2025 02:28:35 PM	0:26:45	90	External
624886305008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 04:35:54 PM	23 May, 2025 04:42:40 PM	21 May, 2025 10:35:32 PM	0:12:26	85	External
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624886305008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 04:35:54 PM	23 May, 2025 04:42:40 PM	21 May, 2025 10:35:32 PM	0:12:26	85	External
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624886305008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 04:35:54 PM	23 May, 2025 04:42:40 PM	21 May, 2025 10:35:32 PM	0:12:26	85	External
624886305008			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		23 May, 2025 04:35:54 PM	23 May, 2025 04:42:40 PM	21 May, 2025 10:35:32 PM	0:12:26	85	External
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624886305008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 04:35:54 PM	23 May, 2025 04:42:40 PM	21 May, 2025 10:35:32 PM	0:12:26	85	External
624886305008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 04:35:54 PM	23 May, 2025 04:42:40 PM	21 May, 2025 10:35:32 PM	0:12:26	85	External
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625828565693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External
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625828565693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External
625828565693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External
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625828565693			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		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External
625828565693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External
625828565693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External
625828565693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External
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625828565693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 04:28:39 PM	23 May, 2025 04:43:58 PM	23 May, 2025 03:16:20 PM	0:11:57	100	External

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624886541090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
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624886541090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
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624886541090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
624886541090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
624886541090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
624886541090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
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624886541090			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		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
624886541090			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 04:40:18 PM	23 May, 2025 04:46:20 PM	23 May, 2025 01:45:19 PM	0:14:43	95	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
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625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			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		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.			23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			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		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
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625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			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		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
625828565952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 04:46:46 PM	23 May, 2025 04:59:42 PM	23 May, 2025 03:18:11 PM	0:14:09	100	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			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		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	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
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624886457658			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		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
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624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
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624886457658			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 05:02:38 PM	23 May, 2025 05:04:36 PM	22 May, 2025 07:44:25 PM	0:12:14	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
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624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			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		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			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		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
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624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
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624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			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		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
624886494334			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 05:10:13 PM	23 May, 2025 05:32:40 PM	22 May, 2025 10:07:55 PM	0:14:13	95	External
625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			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		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			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		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
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625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
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625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	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
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625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
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625828578344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 05:28:24 PM	23 May, 2025 05:33:57 PM	23 May, 2025 03:56:04 PM	0:15:21	90	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			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		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			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		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			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		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828567553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 05:27:06 PM	23 May, 2025 05:36:38 PM	23 May, 2025 03:20:55 PM	0:27:05	95	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			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		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			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		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			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		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	100	External
625828556528			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 05:34:45 PM	23 May, 2025 05:41:01 PM	23 May, 2025 01:59:08 PM	0:10:07	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
6248865361 46	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			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		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			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		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			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		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6248865361 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 05:18:39 PM	23 May, 2025 05:56:33 PM	23 May, 2025 01:27:41 PM	0:12:15	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			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		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			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		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			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		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6258285861 55			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 06:38:47 PM	23 May, 2025 06:44:53 PM	23 May, 2025 04:19:23 PM	0:17:38	95	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
6248865469 90			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	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
624886546990	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno	[redacted]	23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
624886546990			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		23 May, 2025 06:58:22 PM	23 May, 2025 06:59:01 PM	23 May, 2025 01:23:43 PM	0:05:32	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			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		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			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		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			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		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
625828565599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 07:13:05 PM	23 May, 2025 07:18:05 PM	23 May, 2025 03:14:22 PM	0:15:57	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			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		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			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		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			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		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
624886535742			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 07:50:08 PM	23 May, 2025 07:50:55 PM	23 May, 2025 01:26:25 PM	0:09:45	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	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
625828554539	[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]	23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			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		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			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		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			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		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
625828554539			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 07:51:24 PM	23 May, 2025 07:52:03 PM	23 May, 2025 02:34:35 PM	0:08:46	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			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		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			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		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
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624886444602			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		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
624886444602			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 07:57:51 PM	23 May, 2025 07:59:32 PM	22 May, 2025 06:57:37 PM	0:12:09	100	External
625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			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		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
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625828578235			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		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	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
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625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
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625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			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		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
625828578235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	text		23 May, 2025 08:18:53 PM	23 May, 2025 08:34:09 PM	23 May, 2025 03:54:06 PM	0:21:22	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	nt	23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			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		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			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		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
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624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			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		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886533567			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 08:28:38 PM	23 May, 2025 08:35:10 PM	23 May, 2025 01:00:34 PM	0:10:03	95	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
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624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			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		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	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
624886442870	[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]	23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			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		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886442870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 08:37:20 PM	23 May, 2025 08:48:47 PM	22 May, 2025 06:18:08 PM	0:18:12	85	External
624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
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624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
624886277881			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		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
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624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
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624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
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624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
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624886277881			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		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
624886277881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 08:58:57 PM	23 May, 2025 09:02:47 PM	21 May, 2025 08:22:46 PM	0:13:29	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			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		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			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		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			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		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886501805			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 08:56:32 PM	23 May, 2025 09:03:08 PM	22 May, 2025 10:24:40 PM	0:15:14	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 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
624886544801	[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]	23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			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		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			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		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886544801			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 09:09:20 PM	23 May, 2025 09:23:37 PM	23 May, 2025 01:55:02 PM	0:07:37	100	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			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		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			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		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			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		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886452166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 09:26:26 PM	23 May, 2025 09:29:50 PM	22 May, 2025 07:24:52 PM	0:17:46	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			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		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			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		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	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
624886428214	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			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		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
624886428214			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 09:46:29 PM	23 May, 2025 09:48:51 PM	22 May, 2025 05:41:34 PM	0:09:31	95	External
625828635479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
625828635479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
625828635479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
625828635479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
625828635479			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		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
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625828635479			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		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
625828635479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
625828635479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
625828635479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 09:50:48 PM	23 May, 2025 09:58:02 PM	23 May, 2025 06:30:08 PM	0:13:50	95	External
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624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			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		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			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		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
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624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	95	External
624886529590			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		23 May, 2025 09:51:00 PM	23 May, 2025 10:05:46 PM	23 May, 2025 12:04:21 PM	0:08:32	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
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625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
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625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			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		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			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		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
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625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
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625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
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625828599126			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		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828599126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 10:08:15 PM	23 May, 2025 10:09:51 PM	23 May, 2025 05:03:55 PM	0:13:57	100	External
625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
625828565344			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		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
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625828565344			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		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
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625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
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625828565344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 10:10:01 PM	23 May, 2025 10:19:08 PM	23 May, 2025 03:17:06 PM	0:13:50	100	External
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625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
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625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
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625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			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		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
625828630487	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
625828630487			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		23 May, 2025 10:06:24 PM	23 May, 2025 10:21:32 PM	23 May, 2025 06:56:21 PM	0:08:16	95	External
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624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
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624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			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		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
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624886548452			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		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
624886548452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 10:32:45 PM	23 May, 2025 10:42:35 PM	23 May, 2025 02:13:55 PM	0:12:21	90	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			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		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			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		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
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625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
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625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	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
625828648491	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			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		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828648491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		23 May, 2025 11:39:25 PM	23 May, 2025 11:43:10 PM	23 May, 2025 08:48:50 PM	0:12:25	80	External
625828586789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		24 May, 2025 12:10:43 AM	24 May, 2025 12:13:37 AM	23 May, 2025 04:19:22 PM	0:10:11	85	External
625828586789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		24 May, 2025 12:10:43 AM	24 May, 2025 12:13:37 AM	23 May, 2025 04:19:22 PM	0:10:11	85	External
625828586789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		24 May, 2025 12:10:43 AM	24 May, 2025 12:13:37 AM	23 May, 2025 04:19:22 PM	0:10:11	85	External
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624886550598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		24 May, 2025 01:01:36 AM	24 May, 2025 01:03:54 AM	23 May, 2025 02:28:26 PM	0:14:09	90	External
624886550598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		24 May, 2025 01:01:36 AM	24 May, 2025 01:03:54 AM	23 May, 2025 02:28:26 PM	0:14:09	90	External
624886550598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		24 May, 2025 01:01:36 AM	24 May, 2025 01:03:54 AM	23 May, 2025 02:28:26 PM	0:14:09	90	External
624886550598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		24 May, 2025 01:01:36 AM	24 May, 2025 01:03:54 AM	23 May, 2025 02:28:26 PM	0:14:09	90	External
624886550598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		24 May, 2025 01:01:36 AM	24 May, 2025 01:03:54 AM	23 May, 2025 02:28:26 PM	0:14:09	90	External
624886550598			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		24 May, 2025 01:01:36 AM	24 May, 2025 01:03:54 AM	23 May, 2025 02:28:26 PM	0:14:09	90	External
624886550598			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		24 May, 2025 01:01:36 AM	24 May, 2025 01:03:54 AM	23 May, 2025 02:28:26 PM	0:14:09	90	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	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
625828616559	[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]	27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			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		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			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		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			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		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828616559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 10:21:49 AM	27 May, 2025 10:29:49 AM	23 May, 2025 06:07:18 PM	0:08:04	100	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			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		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			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		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			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		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828655908			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 11:06:13 AM	27 May, 2025 11:14:18 AM	23 May, 2025 07:45:10 PM	0:09:24	90	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			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		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			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		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	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
625828560716	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			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		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828560716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		7 May, 2025 11:26:39 AM	27 May, 2025 11:33:13 AM	23 May, 2025 02:55:59 PM	0:10:42	100	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
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625828635553			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		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			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		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
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625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
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625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			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		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828635553			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		7 May, 2025 11:50:37 AM	27 May, 2025 11:56:27 AM	23 May, 2025 07:18:35 PM	0:11:12	95	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			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		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			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		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	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
625828578526	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	27 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			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		27 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828578526			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 11:42:08 AM	27 May, 2025 11:57:39 AM	23 May, 2025 03:51:22 PM	0:10:31	100	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			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		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			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		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			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		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
625828574285			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 12:09:01 PM	27 May, 2025 12:28:20 PM	23 May, 2025 03:42:59 PM	0:10:17	95	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			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		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			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		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	c	27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			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		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	90	External
624886530912			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 12:45:19 PM	27 May, 2025 12:51:24 PM	23 May, 2025 12:45:40 PM	0:10:36	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
625828676074	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			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		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			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		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			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		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
625828676074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 01:27:37 PM	27 May, 2025 01:33:03 PM	23 May, 2025 08:43:27 PM	0:10:51	95	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			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		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			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		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			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		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
624886539576			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 02:49:53 PM	27 May, 2025 02:57:54 PM	23 May, 2025 01:36:21 PM	0:10:37	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			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		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			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		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	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
625828640583	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
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625828640583			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		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828640583			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 03:13:07 PM	27 May, 2025 03:18:02 PM	23 May, 2025 07:37:13 PM	0:10:07	100	External
625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
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625828819615			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		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
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625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
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625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
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625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
625828819615			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 04:11:52 PM	27 May, 2025 04:31:03 PM	27 May, 2025 03:30:09 PM	0:13:44	85	External
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625828647894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External
625828647894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External
625828647894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External
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625828647894			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		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External
625828647894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External
625828647894			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		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External
625828647894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External
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625828647894			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 04:28:12 PM	27 May, 2025 04:35:50 PM	23 May, 2025 07:16:32 PM	0:11:04	100	External

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625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
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625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			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		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
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625828823984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 04:30:20 PM	27 May, 2025 04:53:55 PM	27 May, 2025 03:37:44 PM	0:11:58	100	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			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		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			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		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
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625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
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625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
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625828585879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	95	External
625828585879			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		27 May, 2025 04:52:37 PM	27 May, 2025 05:03:16 PM	23 May, 2025 04:23:37 PM	0:12:16	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
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625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			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		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			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		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
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625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
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625828790641			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		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828790641			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 05:17:16 PM	27 May, 2025 05:18:54 PM	27 May, 2025 01:53:41 PM	0:13:29	100	External
625828668326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 04:57:00 PM	27 May, 2025 05:23:01 PM	23 May, 2025 10:09:59 PM	0:13:08	95	External
625828668326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 04:57:00 PM	27 May, 2025 05:23:01 PM	23 May, 2025 10:09:59 PM	0:13:08	95	External
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625828668326			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		27 May, 2025 04:57:00 PM	27 May, 2025 05:23:01 PM	23 May, 2025 10:09:59 PM	0:13:08	95	External
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625828668326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 04:57:00 PM	27 May, 2025 05:23:01 PM	23 May, 2025 10:09:59 PM	0:13:08	95	External
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625828668326			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 04:57:00 PM	27 May, 2025 05:23:01 PM	23 May, 2025 10:09:59 PM	0:13:08	95	External
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624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
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624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
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624886197325			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		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	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
624886197325	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
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624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
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624886197325			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		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
624886197325			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 05:54:20 PM	27 May, 2025 05:58:58 PM	21 May, 2025 03:35:10 PM	0:08:14	100	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			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		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			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		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
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625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
625828808693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
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625828808693			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		27 May, 2025 05:36:48 PM	27 May, 2025 06:03:11 PM	27 May, 2025 03:00:54 PM	0:17:25	75	External
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625828842865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
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625828842865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
625828842865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
625828842865			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		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
625828842865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
625828842865			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		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
625828842865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
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625828842865			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	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
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625828842865		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 05:55:24 PM	27 May, 2025 06:11:34 PM	27 May, 2025 04:30:08 PM	0:11:04	85	External
625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
625828853363		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		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
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625828853363		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		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
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625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
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625828853363		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 06:20:25 PM	27 May, 2025 06:29:14 PM	27 May, 2025 05:01:20 PM	0:19:02	100	External
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625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
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625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		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		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
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625828631953		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		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
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625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828631953		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
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625828631953		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		27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	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
625828631953	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	27 May, 2025 06:40:15 PM	27 May, 2025 06:42:41 PM	23 May, 2025 06:11:29 PM	0:08:15	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			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		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			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		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	sing	27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	opped d not	27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			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		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828817979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 06:42:08 PM	27 May, 2025 07:17:20 PM	27 May, 2025 03:29:06 PM	0:12:41	95	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			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		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			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		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			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		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828799149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 06:48:31 PM	27 May, 2025 07:34:51 PM	27 May, 2025 02:28:52 PM	0:15:21	55	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	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
625828783446	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			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		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			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		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			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		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
625828783446			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 07:45:33 PM	27 May, 2025 07:55:21 PM	27 May, 2025 12:32:52 PM	0:14:02	95	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			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		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			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		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			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		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
624886535899			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 08:27:30 PM	27 May, 2025 08:48:10 PM	23 May, 2025 01:19:03 PM	0:13:06	85	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			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		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			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		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	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
625828843924	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
625828843924			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		27 May, 2025 09:36:17 PM	27 May, 2025 09:56:10 PM	27 May, 2025 04:33:38 PM	0:13:13	100	External
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625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			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		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			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		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			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		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828915716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 09:56:31 PM	27 May, 2025 10:08:36 PM	27 May, 2025 07:32:33 PM	0:09:16	85	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			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		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			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		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 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
625828796354	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			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		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828796354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 10:18:10 PM	27 May, 2025 10:32:16 PM	27 May, 2025 02:21:27 PM	0:12:38	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			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		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			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		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
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625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			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		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828907250			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 11:13:33 PM	27 May, 2025 11:24:33 PM	27 May, 2025 07:06:44 PM	0:12:52	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
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625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			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		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			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		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			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		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828880441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		27 May, 2025 11:21:37 PM	27 May, 2025 11:29:10 PM	27 May, 2025 05:58:55 PM	0:12:26	100	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	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
625828910786	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			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		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			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		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	u	28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
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625828910786			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		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828910786			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:08:28 AM	28 May, 2025 12:12:29 AM	27 May, 2025 06:20:58 PM	0:13:21	90	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			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		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			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		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
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625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
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625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			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		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828921079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:22:42 AM	28 May, 2025 12:27:50 AM	27 May, 2025 07:54:20 PM	0:13:37	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			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		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			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		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	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
625828645441	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
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625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
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625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			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		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828645441			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:30:53 AM	28 May, 2025 12:53:29 AM	23 May, 2025 08:06:22 PM	0:21:18	100	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			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		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			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		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
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625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			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		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828936727			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:39:49 AM	28 May, 2025 01:45:09 AM	27 May, 2025 08:30:00 PM	0:13:09	90	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			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		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			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		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	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
625828647216	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
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625828647216			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		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828647216			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:37:45 AM	28 May, 2025 01:45:46 AM	23 May, 2025 08:21:27 PM	0:10:43	95	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			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		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			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		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			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		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828785572			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 02:17:42 AM	28 May, 2025 02:26:44 AM	27 May, 2025 01:38:26 PM	0:12:44	100	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			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		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			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		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			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		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828782233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 02:28:17 AM	28 May, 2025 02:34:08 AM	27 May, 2025 12:03:14 PM	0:12:46	95	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	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
625828689736	[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]	28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
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625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			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		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
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625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			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		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828689736			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 02:21:18 AM	28 May, 2025 02:44:08 AM	23 May, 2025 10:58:56 PM	0:09:00	85	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			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		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			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		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			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		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828972241			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 02:45:12 AM	28 May, 2025 02:53:22 AM	27 May, 2025 10:27:46 PM	0:12:18	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			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		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			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		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	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
625828872104	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			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		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828872104			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 03:24:56 AM	28 May, 2025 03:27:27 AM	27 May, 2025 05:42:37 PM	0:07:56	80	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			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		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			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		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			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		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828609980			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 03:53:03 AM	28 May, 2025 04:01:28 AM	23 May, 2025 05:36:14 PM	0:12:35	90	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			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		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			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		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	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
625828663719	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			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		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828663719			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 04:38:55 AM	28 May, 2025 04:45:43 AM	23 May, 2025 09:50:10 PM	0:19:42	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			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		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			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		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			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		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828793596			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 05:16:25 AM	28 May, 2025 05:18:40 AM	27 May, 2025 02:01:19 PM	0:11:56	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			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		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			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		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			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		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828981628			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 10:41:46 AM	28 May, 2025 10:50:37 AM	27 May, 2025 10:00:57 PM	0:16:21	95	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	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
625828792263	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			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	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			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	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			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	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828792263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 May, 2025 11:11:15 AM	28 May, 2025 11:12:39 AM	27 May, 2025 12:56:28 PM	0:18:18	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			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	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			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	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			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	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828847344			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	28 May, 2025 11:26:07 AM	28 May, 2025 11:30:48 AM	27 May, 2025 04:39:53 PM	0:10:17	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			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	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			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	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	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
625828820093	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			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		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828820093			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:04:24 PM	28 May, 2025 12:08:17 PM	27 May, 2025 03:32:56 PM	0:13:45	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			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		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			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		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			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		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828782635			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:13:07 PM	28 May, 2025 12:14:49 PM	27 May, 2025 12:02:46 PM	0:14:10	100	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			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		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			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		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	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
625828951448	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			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		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828951448			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 11:44:50 AM	28 May, 2025 12:16:48 PM	27 May, 2025 09:29:26 PM	0:16:23	80	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			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		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			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		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			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		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828664064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:29:37 PM	28 May, 2025 12:34:38 PM	23 May, 2025 08:09:09 PM	0:11:18	95	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			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		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			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		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			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		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	90	External
625828938563			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:22:01 PM	28 May, 2025 12:44:22 PM	27 May, 2025 08:40:11 PM	0:12:26	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
625828954489	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			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		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			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		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
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625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
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625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			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		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828954489			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:34:11 PM	28 May, 2025 12:48:01 PM	27 May, 2025 09:38:21 PM	0:14:07	90	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			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		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			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		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
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625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			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		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828929613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:42:04 PM	28 May, 2025 12:49:44 PM	27 May, 2025 08:13:28 PM	0:20:10	95	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			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		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External

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625828957737	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			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		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
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625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
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625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
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625828957737			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:59:43 PM	28 May, 2025 01:04:25 PM	27 May, 2025 09:53:32 PM	0:15:50	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
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625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			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		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
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625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			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		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828913418			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:55:32 PM	28 May, 2025 01:14:05 PM	27 May, 2025 06:38:00 PM	0:13:15	90	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			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		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			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		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	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
625828932578	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			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		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
625828932578			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:17:51 PM	28 May, 2025 01:28:55 PM	27 May, 2025 08:24:06 PM	0:09:53	65	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			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		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			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		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			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		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
624886532492			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:31:19 PM	28 May, 2025 01:39:59 PM	23 May, 2025 12:49:33 PM	0:14:55	80	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			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		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			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		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	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
625828934219	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			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		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828934219			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:43:43 PM	28 May, 2025 01:46:55 PM	27 May, 2025 07:30:20 PM	0:10:37	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			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		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			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		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			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		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
625828971312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:42:49 PM	28 May, 2025 01:50:14 PM	27 May, 2025 10:24:59 PM	0:12:12	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			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		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			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		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			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		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
624886469421			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:52:49 PM	28 May, 2025 01:56:46 PM	22 May, 2025 08:07:57 PM	0:17:43	100	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	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
625828963062	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			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		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			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		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			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		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625828963062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 01:30:44 PM	28 May, 2025 01:58:38 PM	27 May, 2025 10:09:48 PM	0:16:26	90	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			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		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			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		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			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		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625829023989			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 03:01:02 PM	28 May, 2025 03:13:11 PM	28 May, 2025 02:28:00 PM	0:10:49	95	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			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		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			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		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	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
625828606594	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			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		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625828606594			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 03:51:31 PM	28 May, 2025 03:54:07 PM	23 May, 2025 04:43:16 PM	0:15:05	100	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			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		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			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		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	ve	28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			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		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829019888			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 04:15:57 PM	28 May, 2025 04:18:54 PM	28 May, 2025 01:42:47 PM	0:10:22	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			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		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			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		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	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
625829050405	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			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		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829050405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 04:18:31 PM	28 May, 2025 04:46:15 PM	28 May, 2025 03:51:34 PM	0:12:28	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			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		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			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		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			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		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829035365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 04:26:48 PM	28 May, 2025 04:55:38 PM	28 May, 2025 02:58:35 PM	0:18:22	85	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			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		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			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		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	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
625829042449	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			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		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829042449			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 04:50:47 PM	28 May, 2025 04:59:15 PM	28 May, 2025 03:28:26 PM	0:10:32	70	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			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		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			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		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
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625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
625829059614			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 05:15:00 PM	28 May, 2025 05:18:13 PM	28 May, 2025 04:13:53 PM	0:33:42	80	External
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625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			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		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			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		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
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625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	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
625829047490	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
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625829047490			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 04:50:09 PM	28 May, 2025 05:22:46 PM	28 May, 2025 03:36:52 PM	0:13:35	90	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			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		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			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		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
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625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
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625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
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625829031305			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 05:41:18 PM	28 May, 2025 05:44:01 PM	28 May, 2025 02:48:37 PM	0:08:27	100	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
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625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			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		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
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625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
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625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
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625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
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625829061820			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		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625829061820			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 05:47:08 PM	28 May, 2025 05:54:48 PM	28 May, 2025 04:21:29 PM	0:06:24	85	External
625828866225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
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625828866225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External

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
625828866225	[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]	28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		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		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		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		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828866225		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 06:01:54 PM	28 May, 2025 06:15:14 PM	27 May, 2025 05:24:25 PM	0:11:03	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		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		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		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		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		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		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625828795771		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 06:12:28 PM	28 May, 2025 06:15:22 PM	27 May, 2025 02:16:13 PM	0:13:37	100	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		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		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		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		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
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625829078094		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	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
625829078094	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094			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		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829078094			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 06:19:05 PM	28 May, 2025 06:35:24 PM	28 May, 2025 04:37:23 PM	0:11:43	75	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			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		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			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		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			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		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829071224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 06:11:37 PM	28 May, 2025 06:41:27 PM	28 May, 2025 04:49:39 PM	0:32:56	80	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			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		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			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		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	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
625829075532	[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]	28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			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		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829075532			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 06:41:13 PM	28 May, 2025 07:21:35 PM	28 May, 2025 05:07:39 PM	0:26:26	50	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			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		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			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		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			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		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829065791			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 06:43:53 PM	28 May, 2025 07:34:20 PM	28 May, 2025 04:33:10 PM	0:15:21	75	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			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		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			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		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			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		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829063050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 07:32:38 PM	28 May, 2025 07:35:52 PM	28 May, 2025 04:32:11 PM	0:31:07	95	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	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
625829091197	[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]	28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			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		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			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		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			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		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829091197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 07:30:59 PM	28 May, 2025 07:36:31 PM	28 May, 2025 05:45:09 PM	0:09:45	85	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			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		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			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		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			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		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829036297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 07:54:10 PM	28 May, 2025 08:05:47 PM	28 May, 2025 03:01:22 PM	0:17:54	80	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			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		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			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		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	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
625829112023	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
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625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			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		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829112023			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 07:57:04 PM	28 May, 2025 08:10:01 PM	28 May, 2025 06:43:10 PM	0:10:26	60	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			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		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			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		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			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		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829090720			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 07:47:53 PM	28 May, 2025 08:15:09 PM	28 May, 2025 05:23:09 PM	0:27:26	65	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			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		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			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		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External

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
625829066914	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
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625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
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625829066914			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 08:31:07 PM	28 May, 2025 08:41:25 PM	28 May, 2025 04:36:28 PM	0:25:12	90	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			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		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			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		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	he	28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
625829076793			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 08:13:44 PM	28 May, 2025 09:05:12 PM	28 May, 2025 05:08:43 PM	0:14:37	55	External
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624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
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624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
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624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			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		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	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
624886476853	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
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624886476853			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 08:40:15 PM	28 May, 2025 09:05:16 PM	22 May, 2025 08:45:20 PM	0:12:38	95	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
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625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			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		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			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		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
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625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
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625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
625829123320			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		28 May, 2025 09:01:03 PM	28 May, 2025 09:25:45 PM	28 May, 2025 07:14:35 PM	0:34:48	70	External
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625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
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625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			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		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			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		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
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625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			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		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625828783394			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 10:11:53 PM	28 May, 2025 10:39:10 PM	27 May, 2025 12:12:31 PM	0:09:35	95	External
625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	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
625829001571	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
625829001571			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		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
625829001571			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		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
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625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
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625829001571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 01:44:04 AM	29 May, 2025 01:51:26 AM	28 May, 2025 12:24:24 PM	0:12:15	75	External
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625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
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625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			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		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			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		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
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625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
625829005247			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		29 May, 2025 02:05:56 AM	29 May, 2025 02:15:40 AM	28 May, 2025 12:26:30 PM	0:14:33	100	External
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625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			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		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			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		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	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
625829054784	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			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		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829054784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		29 May, 2025 02:24:30 AM	29 May, 2025 02:35:17 AM	28 May, 2025 04:02:33 PM	0:18:44	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			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		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			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		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
625829037306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 02:36:24 AM	29 May, 2025 02:45:26 AM	28 May, 2025 03:07:27 PM	0:17:08	100	External
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625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			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		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			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		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
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625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829021175			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		29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	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
625829021175	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 May, 2025 02:55:01 AM	29 May, 2025 03:01:38 AM	28 May, 2025 02:23:17 PM	0:15:58	90	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
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625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			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		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			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		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625829164680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 03:03:49 AM	29 May, 2025 03:11:42 AM	28 May, 2025 10:06:26 PM	0:11:56	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			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		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			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		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
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625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			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		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625828894879			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		28 May, 2025 12:47:43 PM	29 May, 2025 10:50:22 AM	27 May, 2025 06:36:05 PM	0:11:19	100	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			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		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			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		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	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
625829059196	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			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		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829059196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 12:17:51 PM	29 May, 2025 12:22:00 PM	28 May, 2025 04:15:28 PM	0:17:47	80	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			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		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			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		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			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		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829047009			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 12:51:13 PM	29 May, 2025 12:55:59 PM	28 May, 2025 03:39:07 PM	0:10:00	95	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			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		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			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		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
625829149247			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	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
62582914924	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
62582914924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	re	29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
62582914924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
62582914924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
62582914924			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		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
62582914924			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 01:14:35 PM	29 May, 2025 01:31:38 PM	28 May, 2025 08:33:54 PM	0:10:29	70	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			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		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			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		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			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		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582913858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 01:22:57 PM	29 May, 2025 01:48:21 PM	28 May, 2025 07:58:03 PM	0:15:21	90	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			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		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			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		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
62582916024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External

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
625829160249	[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]	29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
625829160249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
625829160249			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		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
625829160249			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 01:52:30 PM	29 May, 2025 02:22:35 PM	28 May, 2025 09:30:28 PM	0:14:13	95	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			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		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			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		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			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		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829085861			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 01:56:06 PM	29 May, 2025 02:29:09 PM	28 May, 2025 05:28:27 PM	0:19:00	80	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			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		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			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		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			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		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829150118			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 02:30:43 PM	29 May, 2025 02:55:28 PM	28 May, 2025 08:41:48 PM	0:15:25	65	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	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
625829218242	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			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		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			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		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
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625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
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625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
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625829218242			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 03:04:36 PM	29 May, 2025 03:10:37 PM	29 May, 2025 02:06:43 PM	0:09:03	95	External
625829216338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 03:22:18 PM	29 May, 2025 03:25:59 PM	29 May, 2025 01:55:08 PM	0:10:23	95	External
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625829216338			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		29 May, 2025 03:22:18 PM	29 May, 2025 03:25:59 PM	29 May, 2025 01:55:08 PM	0:10:23	95	External
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625829216338			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		29 May, 2025 03:22:18 PM	29 May, 2025 03:25:59 PM	29 May, 2025 01:55:08 PM	0:10:23	95	External
625829216338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 03:22:18 PM	29 May, 2025 03:25:59 PM	29 May, 2025 01:55:08 PM	0:10:23	95	External
625829216338			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 03:22:18 PM	29 May, 2025 03:25:59 PM	29 May, 2025 01:55:08 PM	0:10:23	95	External
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625829202288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
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625829202288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
625829202288			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		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
625829202288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
625829202288			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		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
625829202288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	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
625829202288	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
625829202288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
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625829202288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
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625829202288			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 03:49:58 PM	29 May, 2025 03:57:10 PM	29 May, 2025 12:45:09 PM	0:11:05	95	External
625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
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625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
625828885395			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		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
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625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
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625828885395			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 04:11:03 PM	29 May, 2025 04:12:03 PM	27 May, 2025 06:16:16 PM	0:47:52	90	External
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625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829256085			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		29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	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
625829256085	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	29 May, 2025 04:14:12 PM	29 May, 2025 04:22:27 PM	29 May, 2025 03:53:18 PM	0:08:18	100	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			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		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			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		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			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		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625829221171			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 03:54:08 PM	29 May, 2025 04:25:07 PM	29 May, 2025 02:11:32 PM	0:15:27	95	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			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		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			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		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			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		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625828572177			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 04:24:18 PM	29 May, 2025 04:33:43 PM	23 May, 2025 03:32:40 PM	0:09:16	100	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			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		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			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		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	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
625829063579	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
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625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			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		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829063579			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 04:26:33 PM	29 May, 2025 04:39:10 PM	28 May, 2025 03:36:36 PM	0:12:01	70	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
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625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			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		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			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		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]ion.	29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			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		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829245514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 04:34:31 PM	29 May, 2025 04:54:28 PM	29 May, 2025 03:25:51 PM	0:09:50	90	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			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		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			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		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]y	29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External

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
625829032456	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			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	29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829032456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 May, 2025 04:49:09 PM	29 May, 2025 05:00:23 PM	28 May, 2025 02:06:44 PM	0:10:43	85	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			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	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			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	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			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	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829163067			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 May, 2025 05:03:13 PM	29 May, 2025 05:37:33 PM	28 May, 2025 09:20:04 PM	0:06:43	90	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			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	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			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	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			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	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019298			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 May, 2025 04:14:33 PM	29 May, 2025 06:10:52 PM	28 May, 2025 01:42:05 PM	0:25:44	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	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
625829019818	[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]	29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			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		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			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		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			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		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829019818			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 03:31:35 PM	29 May, 2025 06:11:31 PM	28 May, 2025 02:14:36 PM	0:36:38	45	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			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		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			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		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			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		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625829023677			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 03:35:56 PM	29 May, 2025 06:12:33 PM	28 May, 2025 02:27:10 PM	0:32:31	70	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	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
625828600377	[redacted]	[redacted]	CTE_Credit_Payment_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]	29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_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		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_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		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625828600377			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 06:29:59 PM	29 May, 2025 06:33:32 PM	23 May, 2025 04:17:50 PM	0:04:54	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			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		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			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		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			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		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
625829241845			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 06:22:54 PM	29 May, 2025 06:34:17 PM	29 May, 2025 03:13:03 PM	0:10:21	100	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			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		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			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		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	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
623895103163	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			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		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
623895103163			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 06:47:33 PM	29 May, 2025 06:51:26 PM	06 May, 2025 04:08:18 PM	0:04:36	90	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			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		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			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		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			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		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829207743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 06:26:39 PM	29 May, 2025 06:56:32 PM	29 May, 2025 01:19:40 PM	0:15:14	70	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			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		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			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		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	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
625829294823	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			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		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
625829294823			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 06:56:26 PM	29 May, 2025 06:59:41 PM	29 May, 2025 05:51:12 PM	0:04:48	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			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		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			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		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			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		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
624884915851			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:02:26 PM	29 May, 2025 07:03:12 PM	12 May, 2025 05:43:51 PM	0:06:26	100	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			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		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			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		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			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		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895089454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:20:11 PM	29 May, 2025 07:22:28 PM	06 May, 2025 03:10:24 PM	0:06:07	95	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	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
623895145449	[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]	29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			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		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			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		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
623895145449			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 07:24:46 PM	29 May, 2025 07:25:47 PM	06 May, 2025 06:06:53 PM	0:06:34	100	External
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625829298645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:20:34 PM	29 May, 2025 07:39:19 PM	29 May, 2025 06:03:57 PM	0:11:15	100	External
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625829298645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:20:34 PM	29 May, 2025 07:39:19 PM	29 May, 2025 06:03:57 PM	0:11:15	100	External
625829298645			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		29 May, 2025 07:20:34 PM	29 May, 2025 07:39:19 PM	29 May, 2025 06:03:57 PM	0:11:15	100	External
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625829298645			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		29 May, 2025 07:20:34 PM	29 May, 2025 07:39:19 PM	29 May, 2025 06:03:57 PM	0:11:15	100	External
625829298645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:20:34 PM	29 May, 2025 07:39:19 PM	29 May, 2025 06:03:57 PM	0:11:15	100	External
625829298645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:20:34 PM	29 May, 2025 07:39:19 PM	29 May, 2025 06:03:57 PM	0:11:15	100	External
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625829298645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:20:34 PM	29 May, 2025 07:39:19 PM	29 May, 2025 06:03:57 PM	0:11:15	100	External
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625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
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625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
625828942465			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		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
625828942465			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		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	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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625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
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625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
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625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
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625828942465			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:45:56 PM	29 May, 2025 07:46:47 PM	27 May, 2025 07:55:04 PM	0:04:54	100	External
624885909362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:47:11 PM	29 May, 2025 07:48:33 PM	19 May, 2025 07:34:07 PM	0:05:23	100	External
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624885909362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 07:47:11 PM	29 May, 2025 07:48:33 PM	19 May, 2025 07:34:07 PM	0:05:23	100	External
624885909362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:47:11 PM	29 May, 2025 07:48:33 PM	19 May, 2025 07:34:07 PM	0:05:23	100	External
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624885909362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:47:11 PM	29 May, 2025 07:48:33 PM	19 May, 2025 07:34:07 PM	0:05:23	100	External
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624885909362			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:47:11 PM	29 May, 2025 07:48:33 PM	19 May, 2025 07:34:07 PM	0:05:23	100	External
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625829211159			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		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
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625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	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
625829211159	[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]	29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829211159			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:38:00 PM	29 May, 2025 07:52:03 PM	29 May, 2025 01:31:51 PM	0:13:13	90	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			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		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			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		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			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		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829209587			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:57:22 PM	29 May, 2025 07:58:02 PM	29 May, 2025 01:20:34 PM	0:10:03	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			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		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			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		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
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625829213001			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		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829213001			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:56:55 PM	29 May, 2025 08:00:46 PM	29 May, 2025 01:36:47 PM	0:07:13	100	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			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		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	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
625829313052	[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]	29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
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625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
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625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			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		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829313052			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:17:33 PM	29 May, 2025 08:03:26 PM	29 May, 2025 06:54:01 PM	0:09:26	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
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625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			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		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
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625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			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		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829133846			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 07:44:14 PM	29 May, 2025 08:06:51 PM	28 May, 2025 07:45:27 PM	0:17:48	95	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
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625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			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		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
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625829174648			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		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	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
625829174648	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			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		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
625829174648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 08:10:59 PM	29 May, 2025 08:17:52 PM	28 May, 2025 10:36:24 PM	0:06:23	80	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			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		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			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		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
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624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
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624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			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		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885526491			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 08:26:09 PM	29 May, 2025 08:26:59 PM	15 May, 2025 10:10:57 PM	0:10:19	100	External
624885996197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
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624885996197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
624885996197			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		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
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624885996197			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		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
624885996197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
624885996197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
624885996197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
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624885996197			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
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624885996197			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		29 May, 2025 08:27:28 PM	29 May, 2025 08:32:07 PM	20 May, 2025 01:45:05 PM	0:04:48	70	External
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623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	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
623894527913	[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]	29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			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		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			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		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			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		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
623894527913			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 08:35:57 PM	29 May, 2025 08:39:02 PM	01 May, 2025 09:06:59 PM	0:06:01	95	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			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		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			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		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			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		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625829029530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 08:40:32 PM	29 May, 2025 08:43:13 PM	28 May, 2025 01:58:08 PM	0:07:47	75	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			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		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			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		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External

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
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			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		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625828853403			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 09:15:41 PM	29 May, 2025 09:19:23 PM	27 May, 2025 04:57:59 PM	0:18:11	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			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		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			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		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			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		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625829261557			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		29 May, 2025 09:42:07 PM	29 May, 2025 09:45:45 PM	29 May, 2025 04:06:31 PM	0:13:44	95	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			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		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			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		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	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
625828899143	[redacted]	[redacted]	CTE_Credit_Payment	[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	29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625828899143			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 May, 2025 10:20:41 PM	29 May, 2025 10:24:52 PM	27 May, 2025 06:47:48 PM	0:10:32	90	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			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	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			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	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization			29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			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	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829021550			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 May, 2025 10:14:48 PM	29 May, 2025 10:34:35 PM	28 May, 2025 01:28:59 PM	0:15:46	95	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			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	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			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	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
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625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
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625829324748			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	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829324748			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	29 May, 2025 11:30:58 PM	29 May, 2025 11:42:27 PM	29 May, 2025 07:25:39 PM	0:15:29	100	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			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	30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External

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
625829209385	[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]	30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			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		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829209385			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:47:42 AM	30 May, 2025 01:02:30 AM	29 May, 2025 01:20:02 PM	0:12:46	90	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			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		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			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		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			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		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829289708			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 10:06:23 AM	30 May, 2025 10:08:57 AM	29 May, 2025 05:31:46 PM	0:17:39	75	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
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625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			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		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	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
625829366186	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			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		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625829366186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 10:08:20 AM	30 May, 2025 10:13:37 AM	29 May, 2025 10:27:42 PM	0:09:31	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			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		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			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		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			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		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625828783117			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 10:24:49 AM	30 May, 2025 10:29:38 AM	27 May, 2025 12:23:12 PM	0:10:17	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			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		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			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		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829228275			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		30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	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
625829228275	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	30 May, 2025 10:52:53 AM	30 May, 2025 10:59:32 AM	29 May, 2025 02:34:33 PM	0:09:45	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			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		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			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		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			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		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625829302454			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 11:10:09 AM	30 May, 2025 11:10:47 AM	29 May, 2025 06:24:09 PM	0:15:31	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			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		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			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		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			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		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828962122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 11:19:31 AM	30 May, 2025 11:33:18 AM	27 May, 2025 10:07:27 PM	0:10:49	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			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		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	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
625828830134	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			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		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			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		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625828830134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 11:49:16 AM	30 May, 2025 11:53:46 AM	27 May, 2025 03:58:34 PM	0:09:00	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_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		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_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		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
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625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_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		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829259907			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:06:51 PM	30 May, 2025 12:07:43 PM	29 May, 2025 03:57:02 PM	0:08:20	100	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			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		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			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		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	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
625829349645	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
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625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			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		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829349645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 11:47:11 AM	30 May, 2025 12:07:58 PM	29 May, 2025 08:50:40 PM	0:14:35	95	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_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		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_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		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_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		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829325895			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:09:27 PM	30 May, 2025 12:10:16 PM	29 May, 2025 07:27:00 PM	0:09:48	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			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		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			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		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			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		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829357774			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:28:03 PM	30 May, 2025 12:29:02 PM	29 May, 2025 09:59:27 PM	0:14:22	100	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	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
625829277045	[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]	30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			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		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			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		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			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		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829277045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:17:17 PM	30 May, 2025 12:31:10 PM	29 May, 2025 04:55:58 PM	0:13:21	90	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			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		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			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		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			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		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829283170			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:41:38 PM	30 May, 2025 12:46:37 PM	29 May, 2025 05:12:38 PM	0:16:57	95	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	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
625829197790	[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]	30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			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		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			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		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829197790			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:31:06 PM	30 May, 2025 12:47:43 PM	29 May, 2025 12:03:39 PM	0:11:30	90	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			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		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			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		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			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		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829315619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 12:56:42 PM	30 May, 2025 12:57:33 PM	29 May, 2025 06:59:31 PM	0:14:35	100	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			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		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			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		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	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
625829327675	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			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		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
625829327675			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:08:46 PM	30 May, 2025 01:13:04 PM	29 May, 2025 07:32:46 PM	0:17:26	95	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			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		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			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		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			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		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:16:53 PM	30 May, 2025 01:22:13 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			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		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			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		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	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
625829313961	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			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		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829313961			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:18:35 PM	30 May, 2025 01:22:19 PM	29 May, 2025 06:56:49 PM	0:14:45	100	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			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		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			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		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			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		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829324810			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:20:40 PM	30 May, 2025 01:23:50 PM	29 May, 2025 07:27:17 PM	0:14:02	90	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			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		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			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		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	d	30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			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		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:17:19 PM	30 May, 2025 01:28:07 PM	29 May, 2025 08:16:27 PM	0:17:27	95	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	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
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625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			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	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			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	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			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	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
625829338599			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 May, 2025 01:23:02 PM	30 May, 2025 01:28:12 PM	29 May, 2025 08:38:01 PM	0:06:26	75	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			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	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			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	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			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	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
624884858174			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 May, 2025 01:31:51 PM	30 May, 2025 01:32:51 PM	12 May, 2025 02:52:39 PM	0:05:08	90	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			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	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			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	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	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
625829343030	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			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		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829343030			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:31:16 PM	30 May, 2025 01:35:43 PM	29 May, 2025 08:24:06 PM	0:15:50	95	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			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		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			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		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
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625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			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		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829285425			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:25:06 PM	30 May, 2025 01:43:46 PM	29 May, 2025 05:21:05 PM	0:15:17	90	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			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		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			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		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	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
625829214248	[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]	30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829214248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:42:46 PM	30 May, 2025 01:47:32 PM	29 May, 2025 01:45:40 PM	0:14:26	100	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_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		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_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		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_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		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625829205704			CTE_Credit_Disco_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:16:09 PM	30 May, 2025 01:47:38 PM	29 May, 2025 12:40:10 PM	0:08:57	90	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			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		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			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		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
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625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			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		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625828618625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:50:00 PM	30 May, 2025 01:52:30 PM	23 May, 2025 05:23:40 PM	0:25:10	100	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			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		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	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
625829398143	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			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		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	y		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			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		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625829398143			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:46:38 PM	30 May, 2025 01:56:14 PM	30 May, 2025 01:07:56 PM	0:10:01	95	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			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		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			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		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			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		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625828912408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 02:06:45 PM	30 May, 2025 02:18:46 PM	27 May, 2025 06:33:51 PM	0:10:06	90	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			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		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			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		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	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
625829402765	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			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		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829402765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:51:27 PM	30 May, 2025 02:26:54 PM	30 May, 2025 01:26:49 PM	0:08:11	95	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			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		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			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		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			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		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829268058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 01:59:01 PM	30 May, 2025 02:27:35 PM	29 May, 2025 04:30:42 PM	0:13:48	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			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		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			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		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			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		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	100	External
625829356039			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 02:32:10 PM	30 May, 2025 02:33:50 PM	29 May, 2025 09:47:46 PM	0:15:45	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
625829030162	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			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		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			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		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			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		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829030162			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 02:41:57 PM	30 May, 2025 02:46:15 PM	28 May, 2025 02:05:59 PM	0:09:30	100	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			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		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			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		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	n the	30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			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		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829391959			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 02:38:30 PM	30 May, 2025 02:59:40 PM	30 May, 2025 12:51:18 PM	0:12:01	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			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		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			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		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	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
625829386183	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			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		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829386183			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:02:38 PM	30 May, 2025 03:05:34 PM	30 May, 2025 12:05:13 PM	0:12:46	95	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
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625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			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		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			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		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			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		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829218869			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 02:54:08 PM	30 May, 2025 03:07:56 PM	29 May, 2025 02:03:29 PM	0:10:19	90	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			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		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			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		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	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
625829233089	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			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		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829233089			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:08:29 PM	30 May, 2025 03:11:43 PM	29 May, 2025 02:52:33 PM	0:12:07	95	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829409804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 May, 2025 03:16:06 PM	30 May, 2025 03:17:21 PM	30 May, 2025 02:12:37 PM	0:05:56	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			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		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			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		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			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		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829238789			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:16:23 PM	30 May, 2025 03:22:05 PM	29 May, 2025 03:03:38 PM	0:09:48	100	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			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		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			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		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	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
625829419496	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
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625829419496			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 02:52:24 PM	30 May, 2025 03:24:54 PM	30 May, 2025 02:12:24 PM	0:24:04	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			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		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			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		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
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625829385106			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		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829385106			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:42:43 PM	30 May, 2025 03:44:21 PM	30 May, 2025 12:13:38 PM	0:10:16	95	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			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		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			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		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
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625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
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625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	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
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625829432405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:35:57 PM	30 May, 2025 03:44:46 PM	30 May, 2025 02:52:54 PM	0:08:33	85	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			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		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			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		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
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625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			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		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829343087			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:29:44 PM	30 May, 2025 03:53:00 PM	29 May, 2025 08:25:54 PM	0:13:22	80	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			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		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			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		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
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625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			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		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829347349			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:49:47 PM	30 May, 2025 03:58:14 PM	29 May, 2025 08:41:19 PM	0:11:14	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			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		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	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
625829418472	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			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		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			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		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829418472			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:25:09 PM	30 May, 2025 04:02:55 PM	30 May, 2025 02:11:03 PM	0:08:18	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			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		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			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		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			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		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829426428			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 04:00:22 PM	30 May, 2025 04:05:54 PM	30 May, 2025 02:35:55 PM	0:07:02	100	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			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		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			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		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	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
625829417755	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			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		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829417755			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 03:44:17 PM	30 May, 2025 04:18:42 PM	30 May, 2025 02:07:57 PM	0:14:58	90	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			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		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			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		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer				30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			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		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829386297			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 04:04:04 PM	30 May, 2025 04:27:47 PM	30 May, 2025 12:04:40 PM	0:08:18	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			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		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			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		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			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		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	95	External
625829352367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 04:30:29 PM	30 May, 2025 04:35:32 PM	29 May, 2025 09:21:30 PM	0:12:40	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
624886215969	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			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		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			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		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			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		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
624886215969			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 04:37:44 PM	30 May, 2025 04:44:19 PM	21 May, 2025 04:21:25 PM	0:07:14	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			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		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			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		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			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		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625828584826			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 04:55:48 PM	30 May, 2025 04:56:56 PM	23 May, 2025 03:27:16 PM	0:17:57	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			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		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			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		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	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
625829458735	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			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		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829458735			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 04:40:44 PM	30 May, 2025 05:00:41 PM	30 May, 2025 04:02:45 PM	0:13:24	100	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			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		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			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		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			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		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829417282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 04:45:25 PM	30 May, 2025 05:03:35 PM	30 May, 2025 02:44:02 PM	0:16:48	95	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			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		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			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		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	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
625829389221	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			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		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829389221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:07:39 PM	30 May, 2025 05:16:47 PM	30 May, 2025 12:30:41 PM	0:09:56	100	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			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		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			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		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			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		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829197752			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:03:02 PM	30 May, 2025 05:17:48 PM	29 May, 2025 12:03:58 PM	0:11:44	95	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			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		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			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		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			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		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829426109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:08:12 PM	30 May, 2025 05:23:49 PM	30 May, 2025 02:56:39 PM	0:28:41	70	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	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
625829465443	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno	[redacted]	30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829465443			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 May, 2025 05:35:49 PM	30 May, 2025 05:36:51 PM	30 May, 2025 04:38:26 PM	0:12:27	100	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			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		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			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		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			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		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829461468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:26:08 PM	30 May, 2025 05:39:36 PM	30 May, 2025 04:12:19 PM	0:10:51	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			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		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			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		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	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
625829257014	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			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		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829257014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:37:52 PM	30 May, 2025 05:50:28 PM	29 May, 2025 03:51:10 PM	0:11:26	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			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		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			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		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			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		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829403639			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:52:47 PM	30 May, 2025 06:02:36 PM	30 May, 2025 01:29:34 PM	0:10:40	95	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			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		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			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		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			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		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829309331			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:56:26 PM	30 May, 2025 06:03:05 PM	29 May, 2025 06:46:14 PM	0:11:32	90	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 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
625829387473	[redacted]	[redacted]	CTE_Credit_Disco	[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]	30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			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		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization				30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			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		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829387473			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 05:52:20 PM	30 May, 2025 06:15:57 PM	30 May, 2025 12:19:23 PM	0:07:11	80	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829484028			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 May, 2025 06:16:46 PM	30 May, 2025 06:17:40 PM	30 May, 2025 05:53:25 PM	0:12:35	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			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		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			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		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829422386			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		30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	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
625829422386	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	30 May, 2025 05:58:53 PM	30 May, 2025 06:18:16 PM	30 May, 2025 02:22:28 PM	0:20:17	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829359696			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 May, 2025 06:19:40 PM	30 May, 2025 06:20:35 PM	29 May, 2025 10:44:50 PM	0:05:58	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829414686			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		30 May, 2025 06:26:27 PM	30 May, 2025 06:27:10 PM	30 May, 2025 02:23:12 PM	0:08:46	100	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			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		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			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		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ing tnes	30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			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		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829049931			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 06:21:09 PM	30 May, 2025 06:48:19 PM	28 May, 2025 03:06:52 PM	0:13:54	80	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	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
625829432887	[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]	30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			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		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			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		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			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		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829432887			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 06:15:45 PM	30 May, 2025 06:49:16 PM	30 May, 2025 02:51:50 PM	0:24:56	70	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			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		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			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		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			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		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829501956			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 06:48:59 PM	30 May, 2025 06:50:00 PM	30 May, 2025 06:23:59 PM	0:11:48	100	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			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		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			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		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	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
625829487098	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
625829487098			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		30 May, 2025 06:49:08 PM	30 May, 2025 06:54:14 PM	30 May, 2025 05:32:46 PM	0:06:40	95	External
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625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			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		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			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		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
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625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			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		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829494909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 06:39:26 PM	30 May, 2025 06:55:32 PM	30 May, 2025 06:03:20 PM	0:14:20	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			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		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			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		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	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
625829456304	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			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	30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829456304			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 May, 2025 06:35:26 PM	30 May, 2025 06:57:13 PM	30 May, 2025 03:56:21 PM	0:18:10	95	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			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	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			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	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
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625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
625829496080			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	30 May, 2025 07:48:16 PM	30 May, 2025 08:01:57 PM	30 May, 2025 06:06:38 PM	0:12:45	90	External
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625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			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	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			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	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
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625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
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625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			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	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829493070			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 May, 2025 07:46:48 PM	30 May, 2025 08:04:04 PM	30 May, 2025 05:52:16 PM	0:11:33	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	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
625829459740	[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	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			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	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			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	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			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	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829459740			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 May, 2025 08:16:01 PM	30 May, 2025 08:23:17 PM	30 May, 2025 04:07:58 PM	0:20:19	75	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			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	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			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	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			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	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829462611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	30 May, 2025 08:24:54 PM	30 May, 2025 08:31:19 PM	30 May, 2025 04:22:52 PM	0:15:26	100	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			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	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			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	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	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
625829501507	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			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		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829501507			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 08:32:07 PM	30 May, 2025 08:36:48 PM	30 May, 2025 06:21:16 PM	0:11:12	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			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		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			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		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			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		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829454977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 08:13:24 PM	30 May, 2025 08:40:30 PM	30 May, 2025 03:56:19 PM	0:14:10	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
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625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			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		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	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
625829518982	[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]	30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			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		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829518982			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 08:44:54 PM	30 May, 2025 08:51:20 PM	30 May, 2025 07:42:15 PM	0:15:58	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			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		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			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		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			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		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829248582			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 09:02:52 PM	30 May, 2025 09:08:06 PM	29 May, 2025 03:28:09 PM	0:12:05	95	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			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		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			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		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			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		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829523992			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 09:16:47 PM	30 May, 2025 09:26:16 PM	30 May, 2025 07:33:36 PM	0:09:35	90	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External

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625829489558	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			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		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			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		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			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		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829489558			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 09:30:18 PM	30 May, 2025 09:34:13 PM	30 May, 2025 05:41:35 PM	0:13:36	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
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625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			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		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			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		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
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625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			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		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829540371			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		30 May, 2025 11:24:39 PM	30 May, 2025 11:36:41 PM	30 May, 2025 08:25:54 PM	0:07:12	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			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		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			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		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	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
625829282605	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			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		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829282605			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 12:29:13 AM	31 May, 2025 12:48:59 AM	29 May, 2025 05:12:02 PM	0:11:48	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			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		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			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		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			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		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829093698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 01:50:44 AM	31 May, 2025 01:56:05 AM	28 May, 2025 05:52:04 PM	0:12:06	95	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			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		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			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		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	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
625829557372	[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]	31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			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		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829557372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 09:46:31 AM	31 May, 2025 09:47:11 AM	30 May, 2025 10:10:19 PM	0:13:09	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829554234			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 May, 2025 10:23:45 AM	31 May, 2025 10:24:17 AM	30 May, 2025 09:57:36 PM	0:18:54	100	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			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		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			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		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			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		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829347747			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 10:24:16 AM	31 May, 2025 10:29:09 AM	29 May, 2025 08:43:28 PM	0:10:30	95	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			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		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			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		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	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
625829135123	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			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		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829135123			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 10:49:49 AM	31 May, 2025 10:53:33 AM	28 May, 2025 07:47:12 PM	0:12:30	100	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			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		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			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		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			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		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829497998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 11:01:21 AM	31 May, 2025 11:06:24 AM	30 May, 2025 06:10:28 PM	0:09:21	90	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			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		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			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		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	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
625829485781	[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]	31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			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		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829485781			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 11:30:23 AM	31 May, 2025 11:32:14 AM	30 May, 2025 05:33:01 PM	0:27:13	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			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		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			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		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			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		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829550160			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 11:27:14 AM	31 May, 2025 11:33:44 AM	30 May, 2025 09:28:18 PM	0:11:55	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			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		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			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		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			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		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829401034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 12:09:18 PM	31 May, 2025 12:14:28 PM	30 May, 2025 01:30:07 PM	0:16:47	95	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	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
625829200534	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829200534			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		31 May, 2025 12:12:59 PM	31 May, 2025 12:14:40 PM	29 May, 2025 12:52:08 PM	0:10:29	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			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		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			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		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			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		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829531889			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 12:40:52 PM	31 May, 2025 12:42:04 PM	30 May, 2025 07:57:29 PM	0:14:20	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			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		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			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		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	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
625829262079		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		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829262079		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 12:38:57 PM	31 May, 2025 12:56:59 PM	29 May, 2025 04:05:01 PM	0:11:24	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		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		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		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		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		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		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829508304		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 12:57:36 PM	31 May, 2025 12:59:49 PM	30 May, 2025 06:42:44 PM	0:11:05	100	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		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		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		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		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		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		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829450407		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 01:21:43 PM	31 May, 2025 01:23:01 PM	30 May, 2025 03:37:41 PM	0:16:26	95	External
625829446195		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195		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		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	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
625829446195	[redacted]		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	[redacted]	31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			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		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829446195			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 01:17:53 PM	31 May, 2025 01:23:41 PM	30 May, 2025 03:32:08 PM	0:11:43	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			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		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			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		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			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		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829462212			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 01:48:37 PM	31 May, 2025 01:50:29 PM	30 May, 2025 04:16:48 PM	0:10:21	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			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		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			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		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	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
625829556656	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			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		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829556656			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		31 May, 2025 01:32:28 PM	31 May, 2025 01:52:33 PM	30 May, 2025 10:07:01 PM	0:07:31	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			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 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			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 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			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 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 12:44:06 PM	02 Jun, 2025 12:47:06 PM	02 Jun, 2025 12:04:24 PM	0:05:14	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			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 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			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 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			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 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829651263			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 01:17:03 PM	02 Jun, 2025 01:32:09 PM	02 Jun, 2025 12:06:23 PM	0:16:46	100	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	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
625829650776	[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]	02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			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 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			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 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	d	02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			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 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829650776			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 01:16:34 PM	02 Jun, 2025 01:33:14 PM	02 Jun, 2025 12:23:27 PM	0:19:02	95	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			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 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			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 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng ead	02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			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 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829654597			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 02:09:35 PM	02 Jun, 2025 02:12:04 PM	02 Jun, 2025 01:39:01 PM	0:09:47	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			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 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			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 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	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
625829670028	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
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625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
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625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			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 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829670028			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 02:20:41 PM	02 Jun, 2025 02:23:40 PM	02 Jun, 2025 02:01:04 PM	0:07:15	100	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			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 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			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 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			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 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829671928			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 02:33:14 PM	02 Jun, 2025 02:49:05 PM	02 Jun, 2025 02:06:31 PM	0:07:25	95	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			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 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			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 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	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
625829670309	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			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 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829670309			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 02:59:26 PM	02 Jun, 2025 03:04:00 PM	02 Jun, 2025 02:02:06 PM	0:09:25	90	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
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625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			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 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
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625829696263			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 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesn		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			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 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829696263			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 03:16:46 PM	02 Jun, 2025 03:23:15 PM	02 Jun, 2025 02:58:01 PM	0:06:22	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			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 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			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 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			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 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829664680			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 03:24:31 PM	02 Jun, 2025 03:28:38 PM	02 Jun, 2025 01:26:04 PM	0:11:40	95	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	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
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625829702522			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 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			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 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
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625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
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625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			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 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829702522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jun, 2025 03:30:49 PM	02 Jun, 2025 03:55:42 PM	02 Jun, 2025 03:10:07 PM	0:06:35	100	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			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 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			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 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
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625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			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 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829716060			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jun, 2025 04:10:25 PM	02 Jun, 2025 04:18:02 PM	02 Jun, 2025 03:36:03 PM	0:11:42	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			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 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			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 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	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
625829654214	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			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 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829654214			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 03:15:30 PM	02 Jun, 2025 04:18:06 PM	02 Jun, 2025 01:08:14 PM	0:14:04	95	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
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625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			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 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			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 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			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 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829694062			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 03:37:21 PM	02 Jun, 2025 04:18:17 PM	02 Jun, 2025 02:52:25 PM	0:12:20	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			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 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			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 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	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
625829715440	[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]	02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			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 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829715440			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 04:44:07 PM	02 Jun, 2025 04:53:38 PM	02 Jun, 2025 03:43:18 PM	0:07:41	85	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			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 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			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 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			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 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829680471			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 05:01:58 PM	02 Jun, 2025 05:18:23 PM	02 Jun, 2025 02:26:42 PM	0:11:38	100	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			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 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			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 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
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625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			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 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829682620			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 05:50:27 PM	02 Jun, 2025 05:58:44 PM	02 Jun, 2025 02:38:37 PM	0:18:04	95	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	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
625829733512	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			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 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			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 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			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 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829733512			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jun, 2025 06:10:09 PM	02 Jun, 2025 06:29:02 PM	02 Jun, 2025 04:16:27 PM	0:11:33	100	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			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 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			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 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			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 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829745947			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	02 Jun, 2025 06:35:03 PM	02 Jun, 2025 06:51:56 PM	02 Jun, 2025 04:45:17 PM	0:11:52	90	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			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 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			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 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	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
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			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 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829746396			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 07:14:56 PM	02 Jun, 2025 08:02:17 PM	02 Jun, 2025 05:05:05 PM	0:09:40	45	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			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 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			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 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			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 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829685177			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 10:18:48 PM	02 Jun, 2025 10:35:27 PM	02 Jun, 2025 01:51:00 PM	0:16:44	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			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 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			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 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	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
625829745533	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			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 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829745533			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 10:37:22 PM	02 Jun, 2025 10:57:49 PM	02 Jun, 2025 04:41:54 PM	0:11:58	95	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			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 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			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 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			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 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829736952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 11:04:22 PM	02 Jun, 2025 11:27:05 PM	02 Jun, 2025 04:22:34 PM	0:12:04	90	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			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 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			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 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	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
625829656064	[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]	02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			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 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829656064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		02 Jun, 2025 11:29:19 PM	03 Jun, 2025 12:06:46 AM	02 Jun, 2025 01:09:11 PM	0:07:44	80	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			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		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			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		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			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		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829765014			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 12:11:41 AM	03 Jun, 2025 01:01:37 AM	02 Jun, 2025 05:30:58 PM	0:09:22	75	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			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		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			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		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			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		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829692090			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 10:28:49 AM	03 Jun, 2025 10:34:05 AM	02 Jun, 2025 02:40:05 PM	0:19:43	95	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	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
625829857472	[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]	03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			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		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			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		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			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		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829857472			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 10:48:10 AM	03 Jun, 2025 10:54:08 AM	02 Jun, 2025 09:53:27 PM	0:11:16	100	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			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		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			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		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			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		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829723103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 11:11:50 AM	03 Jun, 2025 11:25:55 AM	02 Jun, 2025 03:52:26 PM	0:12:46	90	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			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		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			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		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	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
625829692915	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			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	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829692915			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Jun, 2025 12:02:37 PM	03 Jun, 2025 12:11:41 PM	02 Jun, 2025 02:43:06 PM	0:13:04	95	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			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	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			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	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			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	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829700379			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	03 Jun, 2025 12:04:21 PM	03 Jun, 2025 12:29:52 PM	02 Jun, 2025 03:07:33 PM	0:22:26	90	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			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	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			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	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	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
625829861132	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			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		03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861132			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 12:38:16 PM	03 Jun, 2025 12:58:30 PM	02 Jun, 2025 10:15:24 PM	0:20:18	95	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			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		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			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		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
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625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			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		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829861569			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 12:28:58 PM	03 Jun, 2025 12:59:54 PM	02 Jun, 2025 10:15:03 PM	0:11:12	85	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			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		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			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		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	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
625829811045	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			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		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829811045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 01:11:40 PM	03 Jun, 2025 01:33:55 PM	02 Jun, 2025 07:33:41 PM	0:08:06	100	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			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		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			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		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			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		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829764242			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 01:47:22 PM	03 Jun, 2025 02:05:27 PM	02 Jun, 2025 05:27:19 PM	0:15:05	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			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		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			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		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			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		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829809971			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 02:03:03 PM	03 Jun, 2025 02:08:03 PM	02 Jun, 2025 07:26:34 PM	0:17:38	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	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
625829716444	[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]	03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			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		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			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		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
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625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			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		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829716444			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 01:45:34 PM	03 Jun, 2025 02:27:21 PM	02 Jun, 2025 03:36:27 PM	0:13:11	95	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			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		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			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		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			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		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829788629			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 02:16:16 PM	03 Jun, 2025 02:30:04 PM	02 Jun, 2025 06:33:31 PM	0:15:36	85	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			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		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			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		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	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
625829727114	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			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		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829727114			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 02:25:38 PM	03 Jun, 2025 02:30:33 PM	02 Jun, 2025 03:53:53 PM	0:09:53	100	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			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		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			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		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			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		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829783399			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 02:45:09 PM	03 Jun, 2025 02:56:08 PM	02 Jun, 2025 06:53:59 PM	0:09:05	90	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			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		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			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		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	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
625829777456	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			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		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829777456			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 02:48:38 PM	03 Jun, 2025 03:00:38 PM	02 Jun, 2025 05:57:03 PM	0:15:36	85	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			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		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			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		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			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		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829686766			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 03:16:05 PM	03 Jun, 2025 03:34:05 PM	02 Jun, 2025 02:45:18 PM	0:29:59	80	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			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		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			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		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			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		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829911361			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 03:32:38 PM	03 Jun, 2025 03:37:09 PM	03 Jun, 2025 01:41:58 PM	0:24:44	85	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	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
625829942365	[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]	03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			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		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			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		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
625829942365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 03:42:00 PM	03 Jun, 2025 03:49:23 PM	03 Jun, 2025 03:05:35 PM	0:08:21	80	External
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625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
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625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			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		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			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		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
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625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
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625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			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		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829826306			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 04:14:36 PM	03 Jun, 2025 04:18:13 PM	02 Jun, 2025 08:09:28 PM	0:09:58	90	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
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625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			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		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	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
625829892493	[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]	03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
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625829892493			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		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829892493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 04:26:50 PM	03 Jun, 2025 04:33:35 PM	03 Jun, 2025 12:46:04 PM	0:07:11	100	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			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		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			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		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
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625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
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625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			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		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829968716			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 05:26:51 PM	03 Jun, 2025 05:45:30 PM	03 Jun, 2025 04:23:17 PM	0:12:46	95	External
625829929571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	95	External
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625829929571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	95	External
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625829929571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	95	External
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625829929571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	95	External
625829929571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	95	External
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625829929571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	95	External
625829929571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	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
625829929571	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	03 Jun, 2025 05:46:24 PM	03 Jun, 2025 05:53:15 PM	03 Jun, 2025 02:32:49 PM	0:11:58	95	External
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625829961690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 06:31:25 PM	03 Jun, 2025 06:54:42 PM	03 Jun, 2025 04:05:05 PM	0:12:35	85	External
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625829961690			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		03 Jun, 2025 06:31:25 PM	03 Jun, 2025 06:54:42 PM	03 Jun, 2025 04:05:05 PM	0:12:35	85	External
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625829961690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 06:31:25 PM	03 Jun, 2025 06:54:42 PM	03 Jun, 2025 04:05:05 PM	0:12:35	85	External
625829961690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 06:31:25 PM	03 Jun, 2025 06:54:42 PM	03 Jun, 2025 04:05:05 PM	0:12:35	85	External
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625829961690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 06:31:25 PM	03 Jun, 2025 06:54:42 PM	03 Jun, 2025 04:05:05 PM	0:12:35	85	External
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625829961690			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 06:31:25 PM	03 Jun, 2025 06:54:42 PM	03 Jun, 2025 04:05:05 PM	0:12:35	85	External
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625829709484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
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625829709484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
625829709484			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		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
625829709484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
625829709484			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		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
625829709484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
625829709484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
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625829709484			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 06:51:05 PM	03 Jun, 2025 06:56:04 PM	02 Jun, 2025 03:22:39 PM	0:16:25	90	External
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625829700229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	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
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625829700229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
625829700229			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		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
625829700229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
625829700229			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		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
625829700229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
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625829700229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
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625829700229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
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625829700229			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 06:47:28 PM	03 Jun, 2025 07:04:42 PM	02 Jun, 2025 03:09:26 PM	0:17:07	85	External
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625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
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625829931794			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		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
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625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			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		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829931794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 07:21:04 PM	03 Jun, 2025 07:46:08 PM	03 Jun, 2025 02:41:11 PM	0:06:49	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			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		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			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		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	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
625829835289	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			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		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829835289			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 07:36:57 PM	03 Jun, 2025 07:49:55 PM	02 Jun, 2025 08:33:03 PM	0:13:32	85	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			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		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			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		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			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		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829981200			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 07:13:03 PM	03 Jun, 2025 07:50:13 PM	03 Jun, 2025 05:05:10 PM	0:13:34	80	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			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		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			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		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	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
625829811257	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	c	03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			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		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625829811257			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 08:28:39 PM	03 Jun, 2025 08:33:34 PM	02 Jun, 2025 07:33:59 PM	0:09:17	95	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			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		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			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		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			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		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625830003097			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 08:56:45 PM	03 Jun, 2025 09:09:47 PM	03 Jun, 2025 06:14:13 PM	0:11:45	90	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			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		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			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		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625829931991			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		03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	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
625829931991	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	03 Jun, 2025 09:33:20 PM	03 Jun, 2025 09:37:01 PM	03 Jun, 2025 02:42:26 PM	0:10:27	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			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		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			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		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			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		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830048763			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 10:00:01 PM	03 Jun, 2025 10:02:59 PM	03 Jun, 2025 08:40:17 PM	0:10:10	95	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			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		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			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		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			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		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625830056543			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		03 Jun, 2025 11:07:53 PM	03 Jun, 2025 11:10:29 PM	03 Jun, 2025 09:11:19 PM	0:11:48	80	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			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		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	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
625829986037	[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]	04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			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		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829986037			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 09:19:21 AM	04 Jun, 2025 09:28:43 AM	03 Jun, 2025 05:19:41 PM	0:11:44	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			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		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			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		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			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		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829968228			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 10:11:03 AM	04 Jun, 2025 10:14:19 AM	02 Jun, 2025 01:56:27 PM	0:18:09	100	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			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		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			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		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	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
625829990600	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			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		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625829990600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 10:27:10 AM	04 Jun, 2025 10:36:29 AM	03 Jun, 2025 05:56:01 PM	0:09:14	85	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
625830048973			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Jun, 2025 11:03:30 AM	04 Jun, 2025 11:04:48 AM	03 Jun, 2025 09:46:07 PM	0:10:24	100	External
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625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625830034607			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Jun, 2025 11:06:11 AM	04 Jun, 2025 11:06:54 AM	03 Jun, 2025 08:04:18 PM	0:07:35	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625829857309			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Jun, 2025 11:08:25 AM	04 Jun, 2025 11:09:42 AM	02 Jun, 2025 10:28:16 PM	0:08:17	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	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
625830024804	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea	[redacted]	04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830024804			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Jun, 2025 11:11:09 AM	04 Jun, 2025 11:11:51 AM	03 Jun, 2025 07:41:56 PM	0:15:14	100	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
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625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625830016753			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		04 Jun, 2025 11:14:58 AM	04 Jun, 2025 11:17:06 AM	03 Jun, 2025 08:09:34 PM	0:24:13	90	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			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		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			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		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			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		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829967040			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 11:00:13 AM	04 Jun, 2025 11:20:53 AM	03 Jun, 2025 04:20:56 PM	0:10:37	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			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		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			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		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	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
625829896438	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			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		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625829896438			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 11:35:28 AM	04 Jun, 2025 11:45:20 AM	03 Jun, 2025 01:02:23 PM	0:11:04	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			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		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			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		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
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625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
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625830060882			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		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625830060882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 11:59:48 AM	04 Jun, 2025 12:08:38 PM	03 Jun, 2025 09:33:09 PM	0:12:24	95	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			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		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			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		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
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625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	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
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625829984446			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		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829984446			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 12:20:18 PM	04 Jun, 2025 12:27:35 PM	03 Jun, 2025 05:38:31 PM	0:09:34	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			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		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			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		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng	04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			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		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829686215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 01:06:19 PM	04 Jun, 2025 01:30:26 PM	02 Jun, 2025 02:29:36 PM	0:11:24	100	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			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		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			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		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			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		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829888636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 01:43:01 PM	04 Jun, 2025 01:48:34 PM	03 Jun, 2025 12:35:43 PM	0:09:33	95	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	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
625829959549	[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]	04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			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		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
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625829959549			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		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625829959549			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 02:05:26 PM	04 Jun, 2025 02:09:37 PM	03 Jun, 2025 03:57:26 PM	0:08:39	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			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		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			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		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			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		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625830005669			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 01:56:07 PM	04 Jun, 2025 02:16:08 PM	03 Jun, 2025 06:53:48 PM	0:14:34	100	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			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		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			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		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	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
625829945240	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
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625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
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625829945240			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		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829945240			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 02:17:35 PM	04 Jun, 2025 02:36:17 PM	03 Jun, 2025 03:18:46 PM	0:19:05	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			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		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			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		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			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		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829967464			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 02:30:33 PM	04 Jun, 2025 02:37:22 PM	03 Jun, 2025 04:21:37 PM	0:13:45	95	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
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625829858921			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		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	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
625829858921	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			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		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829858921			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 02:42:12 PM	04 Jun, 2025 03:12:55 PM	02 Jun, 2025 10:07:41 PM	0:16:36	90	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			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		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			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		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			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		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829981126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 02:56:21 PM	04 Jun, 2025 03:35:02 PM	03 Jun, 2025 05:05:07 PM	0:11:41	95	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			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		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			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		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	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
625829906196	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			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		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625829906196			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 04:08:36 PM	04 Jun, 2025 04:20:34 PM	03 Jun, 2025 01:35:27 PM	0:15:55	90	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			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		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
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625830008294			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		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			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		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830008294			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 04:09:29 PM	04 Jun, 2025 04:33:28 PM	03 Jun, 2025 06:30:55 PM	0:10:57	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			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		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			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		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			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		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External
625830023517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 04:39:07 PM	04 Jun, 2025 04:55:08 PM	03 Jun, 2025 07:20:49 PM	0:13:14	95	External

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
625830172190	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			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		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			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		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
625830172190			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		04 Jun, 2025 07:19:42 PM	04 Jun, 2025 07:23:53 PM	04 Jun, 2025 04:59:27 PM	0:06:40	100	External
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625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			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		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
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625830006307			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		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	is	04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
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625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
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625830006307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		04 Jun, 2025 07:21:08 PM	04 Jun, 2025 07:27:39 PM	03 Jun, 2025 06:29:45 PM	0:12:03	85	External
625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
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625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
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625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
625830094178			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		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	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
625830094178	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
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625830094178			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		04 Jun, 2025 07:36:20 PM	04 Jun, 2025 07:41:24 PM	04 Jun, 2025 12:44:15 PM	0:11:08	85	External
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625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
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625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			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		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
625830105595			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		04 Jun, 2025 08:35:59 PM	04 Jun, 2025 08:46:29 PM	04 Jun, 2025 01:34:15 PM	0:10:31	90	External
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625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
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625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
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625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
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625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	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
625830160572	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			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 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830160572			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 10:41:22 AM	05 Jun, 2025 10:43:04 AM	04 Jun, 2025 04:26:49 PM	0:25:32	80	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			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 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			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 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
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625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			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 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830177411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 10:47:23 AM	05 Jun, 2025 10:53:07 AM	04 Jun, 2025 05:15:39 PM	0:14:12	85	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			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 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			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 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	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
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625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			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 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830146799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 11:05:20 AM	05 Jun, 2025 11:14:39 AM	04 Jun, 2025 03:49:03 PM	0:11:45	75	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			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 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			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 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			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 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830232312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 11:36:48 AM	05 Jun, 2025 11:41:37 AM	04 Jun, 2025 08:26:46 PM	0:19:36	85	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			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 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			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 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
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625830238307			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 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830238307			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 11:49:09 AM	05 Jun, 2025 12:06:01 PM	04 Jun, 2025 08:45:41 PM	0:01:32	90	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	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
625830221166	[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]	05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			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 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			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 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			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 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830221166			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 12:03:00 PM	05 Jun, 2025 12:12:49 PM	04 Jun, 2025 07:49:59 PM	0:13:34	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			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 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			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 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			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 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830224217			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 12:32:27 PM	05 Jun, 2025 12:50:19 PM	04 Jun, 2025 07:56:49 PM	0:09:36	85	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	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
625830219758	[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]	05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			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 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			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 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
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625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			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 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830219758			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 12:12:07 PM	05 Jun, 2025 12:51:38 PM	04 Jun, 2025 07:41:50 PM	0:19:29	20	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			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 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			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 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			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 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830161282			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 12:51:41 PM	05 Jun, 2025 01:15:51 PM	04 Jun, 2025 04:26:56 PM	0:13:50	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	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
625830239184	[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 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			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 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			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 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830239184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 01:21:07 PM	05 Jun, 2025 01:39:48 PM	04 Jun, 2025 08:48:15 PM	0:19:03	90	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			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 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			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 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			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 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830240377			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 01:46:34 PM	05 Jun, 2025 01:59:52 PM	04 Jun, 2025 08:54:38 PM	0:24:21	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			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 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	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
625830181042	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			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 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			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 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830181042			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 02:01:30 PM	05 Jun, 2025 02:13:21 PM	04 Jun, 2025 05:30:46 PM	0:16:36	65	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			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 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			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 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
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625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			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 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830210305			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 02:10:20 PM	05 Jun, 2025 02:17:23 PM	04 Jun, 2025 07:16:34 PM	0:08:55	95	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			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 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			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 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	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
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625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
625830213895			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 02:00:18 PM	05 Jun, 2025 02:25:21 PM	04 Jun, 2025 07:23:08 PM	0:22:36	85	External
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625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
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625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			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 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
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625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
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625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
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625830133693			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 02:29:27 PM	05 Jun, 2025 02:52:52 PM	04 Jun, 2025 03:07:12 PM	0:21:09	90	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
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625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			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 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			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 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
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625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
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625830212723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	85	External
625830212723			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 Jun, 2025 02:39:38 PM	05 Jun, 2025 02:54:11 PM	04 Jun, 2025 07:19:48 PM	0:21:20	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
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625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			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 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			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 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
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625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			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 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830307480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 03:00:26 PM	05 Jun, 2025 03:06:24 PM	05 Jun, 2025 02:29:54 PM	0:06:12	55	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			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 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			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 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			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 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830207634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 02:57:47 PM	05 Jun, 2025 03:10:54 PM	04 Jun, 2025 07:02:55 PM	0:24:52	35	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	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
625830211704	[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 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			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 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			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 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
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625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			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 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830211704			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 02:54:19 PM	05 Jun, 2025 03:23:08 PM	04 Jun, 2025 07:29:41 PM	0:23:05	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			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 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			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 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
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625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
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625830126019			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 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830126019			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 03:20:35 PM	05 Jun, 2025 03:35:45 PM	04 Jun, 2025 02:40:59 PM	0:16:52	95	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			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 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			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 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External

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
625830196911	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
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625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
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625830196911			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 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830196911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 03:08:34 PM	05 Jun, 2025 04:12:12 PM	04 Jun, 2025 06:24:27 PM	0:16:35	85	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
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625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			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 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			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 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
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625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
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625830233723			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 04:09:04 PM	05 Jun, 2025 04:21:06 PM	04 Jun, 2025 08:36:37 PM	0:34:56	45	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			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 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			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 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	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
625830166110	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
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625830166110			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 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830166110			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 04:08:18 PM	05 Jun, 2025 04:23:53 PM	04 Jun, 2025 04:42:36 PM	0:14:19	90	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			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 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			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 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
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625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
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625830195426			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 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830195426			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 04:12:23 PM	05 Jun, 2025 04:34:44 PM	04 Jun, 2025 06:23:48 PM	0:13:48	65	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			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 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			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 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	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
625830238707			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 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830238707			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 04:31:09 PM	05 Jun, 2025 04:36:43 PM	04 Jun, 2025 08:57:04 PM	0:22:30	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
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625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			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 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
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625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
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625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			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 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830184553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 06:59:15 PM	05 Jun, 2025 07:05:26 PM	04 Jun, 2025 05:41:11 PM	0:30:45	90	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830249272			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		05 Jun, 2025 07:10:43 PM	05 Jun, 2025 07:11:45 PM	04 Jun, 2025 10:14:36 PM	0:12:12	100	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			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 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			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 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	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
625830220433	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			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 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830220433			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 06:10:04 PM	05 Jun, 2025 07:23:24 PM	04 Jun, 2025 07:48:45 PM	0:12:17	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			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 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			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 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			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 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830346211			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 07:27:09 PM	05 Jun, 2025 07:53:06 PM	05 Jun, 2025 04:56:50 PM	0:25:39	95	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			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 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			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 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	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
625830279298	[redacted]	[redacted]	CTE_Credit_Payment	[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]	05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830279298			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 07:55:13 PM	05 Jun, 2025 08:00:23 PM	05 Jun, 2025 12:52:14 PM	0:18:59	100	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			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 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			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 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
625830361804			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 Jun, 2025 07:58:34 PM	05 Jun, 2025 08:12:09 PM	05 Jun, 2025 05:30:05 PM	0:13:27	95	External
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625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
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625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			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 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			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 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
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625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
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625830147885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 08:34:40 PM	05 Jun, 2025 08:45:51 PM	04 Jun, 2025 03:45:59 PM	0:14:15	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	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
625830313098	[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 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			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 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
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625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			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 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830313098			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 08:44:27 PM	05 Jun, 2025 08:58:44 PM	05 Jun, 2025 02:50:51 PM	0:18:59	90	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			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 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			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 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			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 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830387619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 09:24:58 PM	05 Jun, 2025 09:32:40 PM	05 Jun, 2025 07:05:16 PM	0:17:36	75	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			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 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			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 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
625830401845			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	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
62583040184	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
62583040184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
62583040184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
62583040184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
62583040184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
62583040184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
62583040184			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
62583040184			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 Jun, 2025 09:38:03 PM	05 Jun, 2025 09:44:57 PM	05 Jun, 2025 07:50:17 PM	0:09:58	90	External
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62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			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 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			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 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			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 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583041726			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 09:40:22 PM	05 Jun, 2025 09:47:53 PM	05 Jun, 2025 08:43:31 PM	0:30:50	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			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 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			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 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
62583031002			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 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	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
625830310028	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	05 Jun, 2025 10:01:32 PM	05 Jun, 2025 10:10:07 PM	05 Jun, 2025 02:42:16 PM	0:14:00	60	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			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 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			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 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			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 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830150948			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		05 Jun, 2025 10:11:22 PM	05 Jun, 2025 10:17:55 PM	04 Jun, 2025 03:55:51 PM	0:17:43	90	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			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 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			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 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			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 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830130050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 09:34:22 AM	06 Jun, 2025 09:39:11 AM	04 Jun, 2025 02:47:40 PM	0:08:55	95	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	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
625830372646	[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 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			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 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
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625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			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 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830372646			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 10:42:20 AM	06 Jun, 2025 10:46:50 AM	05 Jun, 2025 06:10:55 PM	0:10:36	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			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 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			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 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			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 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625830243579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 10:26:10 AM	06 Jun, 2025 11:09:59 AM	04 Jun, 2025 09:11:10 PM	0:09:38	100	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			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 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			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 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	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
625829899310	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			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 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625829899310			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 10:56:54 AM	06 Jun, 2025 11:10:12 AM	03 Jun, 2025 01:12:37 PM	0:07:42	95	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			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 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			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 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			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 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625830418102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 11:37:56 AM	06 Jun, 2025 11:47:31 AM	05 Jun, 2025 08:44:28 PM	0:09:50	90	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			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 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			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 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	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
625829738012	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			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 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625829738012			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 12:02:01 PM	06 Jun, 2025 12:19:22 PM	02 Jun, 2025 04:20:25 PM	0:08:26	80	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			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 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			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		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			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 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830378820			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 12:18:34 PM	06 Jun, 2025 12:47:34 PM	05 Jun, 2025 06:33:18 PM	0:15:52	90	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			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 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			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 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	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
625830432975	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			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 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625830432975			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 12:42:58 PM	06 Jun, 2025 12:50:55 PM	05 Jun, 2025 09:57:45 PM	0:11:42	100	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			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 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			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 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			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 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625829846026			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 01:00:12 PM	06 Jun, 2025 01:12:38 PM	02 Jun, 2025 09:33:32 PM	0:10:13	95	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830460626			CTE_Credit_Escalation		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		06 Jun, 2025 01:44:07 PM	06 Jun, 2025 01:44:43 PM	06 Jun, 2025 01:02:23 PM	0:14:46	100	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			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 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			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 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	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
625830388074	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			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 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830388074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 01:39:44 PM	06 Jun, 2025 01:52:20 PM	05 Jun, 2025 07:05:29 PM	0:14:07	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			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 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			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 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			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 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830350794			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 01:58:32 PM	06 Jun, 2025 02:27:43 PM	05 Jun, 2025 04:57:39 PM	0:14:03	90	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			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 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			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 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	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
625830470033	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			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 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830470033			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 02:23:57 PM	06 Jun, 2025 02:43:14 PM	06 Jun, 2025 01:30:20 PM	0:14:08	70	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			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 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			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 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			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 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830406765			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 02:38:38 PM	06 Jun, 2025 02:46:58 PM	05 Jun, 2025 08:07:39 PM	0:12:38	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
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625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			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 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			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 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
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625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	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
625830465574	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			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 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830465574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Jun, 2025 02:33:36 PM	06 Jun, 2025 02:50:29 PM	06 Jun, 2025 01:06:17 PM	0:13:41	95	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
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625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			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 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			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 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			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 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830202603			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Jun, 2025 02:50:20 PM	06 Jun, 2025 02:57:33 PM	04 Jun, 2025 06:46:03 PM	0:08:06	85	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			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 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			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 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			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 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830327918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	06 Jun, 2025 03:02:24 PM	06 Jun, 2025 03:07:15 PM	05 Jun, 2025 03:44:27 PM	0:10:32	95	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	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
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625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			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 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			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 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
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625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			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 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830479133			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 03:16:49 PM	06 Jun, 2025 03:59:25 PM	06 Jun, 2025 01:54:40 PM	0:31:58	80	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			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 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			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 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			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 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830389417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 04:27:14 PM	06 Jun, 2025 04:36:10 PM	05 Jun, 2025 07:13:38 PM	0:11:34	90	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			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 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			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 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	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
625830417945	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			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 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830417945			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 04:36:45 PM	06 Jun, 2025 04:56:13 PM	05 Jun, 2025 08:46:18 PM	0:11:48	85	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			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 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			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 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			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 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830409816			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 04:57:08 PM	06 Jun, 2025 05:06:37 PM	05 Jun, 2025 08:37:17 PM	0:10:22	70	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			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 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			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 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	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
625830360215	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			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 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830360215			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 04:59:25 PM	06 Jun, 2025 05:17:57 PM	05 Jun, 2025 05:25:46 PM	0:12:36	85	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			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 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			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 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
625830423407			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 Jun, 2025 06:54:36 PM	06 Jun, 2025 07:00:55 PM	05 Jun, 2025 09:10:53 PM	0:13:05	95	External
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625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			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 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			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 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			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 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830062201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 07:21:43 PM	06 Jun, 2025 07:35:48 PM	03 Jun, 2025 09:38:38 PM	0:08:08	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	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
625830503858	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			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 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			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 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			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 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830503858			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 07:39:37 PM	06 Jun, 2025 07:46:29 PM	06 Jun, 2025 03:15:44 PM	0:09:36	70	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			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 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			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		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
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625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			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 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830006255			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		06 Jun, 2025 07:57:37 PM	06 Jun, 2025 07:59:36 PM	03 Jun, 2025 06:47:44 PM	0:07:08	95	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			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 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			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 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	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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625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
625830480365			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 08:08:53 PM	06 Jun, 2025 08:22:57 PM	06 Jun, 2025 01:56:40 PM	0:10:24	100	External
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625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
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625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			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 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			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 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
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625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
625830224442			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
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625830224442			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 Jun, 2025 08:22:13 PM	06 Jun, 2025 08:33:29 PM	04 Jun, 2025 07:58:35 PM	0:15:17	95	External
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625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
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625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			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 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			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 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
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625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
625830537165			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	100	External
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625830537165			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 Jun, 2025 08:25:48 PM	06 Jun, 2025 08:38:13 PM	06 Jun, 2025 05:16:04 PM	0:13:29	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
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625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
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625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			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 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
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625830285880			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 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
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625830285880			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		06 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
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625830285880			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 Jun, 2025 07:02:22 PM	06 Jun, 2025 08:38:27 PM	05 Jun, 2025 01:26:40 PM	0:11:28	100	External
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650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
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650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			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		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			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		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			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		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
650809577998			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		7 Jun, 2025 09:43:27 AM	07 Jun, 2025 09:58:12 AM	06 Jun, 2025 07:50:46 PM	0:08:04	50	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		7 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	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
625830334350	[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]	07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			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 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			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 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			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 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830334350			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 10:17:01 AM	07 Jun, 2025 10:26:49 AM	05 Jun, 2025 03:58:48 PM	0:10:15	70	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			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 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			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 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			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 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830467008			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 10:52:37 AM	07 Jun, 2025 10:59:42 AM	06 Jun, 2025 01:14:31 PM	0:09:28	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			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 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	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
625830296050	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			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 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			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 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830296050			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 11:12:28 AM	07 Jun, 2025 11:18:05 AM	05 Jun, 2025 01:56:11 PM	0:12:54	100	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			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 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			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 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			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 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
625830313734			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 11:50:00 AM	07 Jun, 2025 12:09:15 PM	05 Jun, 2025 02:59:47 PM	0:13:13	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			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 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			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 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	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
650809582524	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			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 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
650809582524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 12:19:04 PM	07 Jun, 2025 12:28:12 PM	06 Jun, 2025 07:49:53 PM	0:08:31	95	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			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 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			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 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
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625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
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625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			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 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830455195			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 12:49:30 PM	07 Jun, 2025 12:51:36 PM	06 Jun, 2025 12:26:23 PM	0:13:02	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			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 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			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 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
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625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			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 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	100	External
625830343759			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 01:09:32 PM	07 Jun, 2025 01:13:24 PM	05 Jun, 2025 04:42:42 PM	0:10:46	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
625830277130	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			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 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			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 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	y	07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			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 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830277130			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 01:29:13 PM	07 Jun, 2025 01:34:04 PM	05 Jun, 2025 12:55:04 PM	0:12:26	100	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			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 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			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 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	he	07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	by	07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			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 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830494136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 02:02:36 PM	07 Jun, 2025 02:12:00 PM	06 Jun, 2025 03:04:01 PM	0:08:17	70	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			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 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	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
625830295551	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			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 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			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 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
625830295551			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		07 Jun, 2025 01:41:07 PM	07 Jun, 2025 02:15:02 PM	05 Jun, 2025 01:53:30 PM	0:07:40	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			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 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			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 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			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 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809579364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 09:35:11 AM	09 Jun, 2025 09:44:04 AM	06 Jun, 2025 07:45:28 PM	0:09:34	95	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			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 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			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 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	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
650809559701	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			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 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
650809559701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 09:56:50 AM	09 Jun, 2025 10:00:16 AM	06 Jun, 2025 06:28:48 PM	0:10:32	100	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			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 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			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 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			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 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830504684			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 10:01:13 AM	09 Jun, 2025 10:08:32 AM	06 Jun, 2025 03:40:07 PM	0:14:52	90	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			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 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			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 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			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 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External
625830350609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 10:46:38 AM	09 Jun, 2025 11:00:11 AM	05 Jun, 2025 04:50:42 PM	0:10:37	85	External

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
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	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 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	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 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	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 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
650809557827	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 11:12:36 AM	09 Jun, 2025 11:16:46 AM	06 Jun, 2025 06:17:12 PM	0:09:43	100	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	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 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	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 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	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 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
625830383611	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 10:52:04 AM	09 Jun, 2025 11:23:38 AM	05 Jun, 2025 06:51:59 PM	0:09:57	95	External
650809602564	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564	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 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564	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 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	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
650809602564	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan			[redacted]	09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	ye		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
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650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
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650809602564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 11:57:44 AM	09 Jun, 2025 12:04:16 PM	06 Jun, 2025 09:08:31 PM	0:14:30	95	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
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625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			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 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
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625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			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 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
625830465730			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 12:15:20 PM	09 Jun, 2025 12:25:03 PM	06 Jun, 2025 01:04:26 PM	0:09:52	100	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			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 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			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 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	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
650809576613	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
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650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			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 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
650809576613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 12:04:58 PM	09 Jun, 2025 12:29:46 PM	06 Jun, 2025 07:24:00 PM	0:12:35	95	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			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		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			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		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			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		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
625830279182			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 12:27:45 PM	09 Jun, 2025 12:30:19 PM	05 Jun, 2025 12:56:56 PM	0:13:30	100	External
650809563906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
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650809563906			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 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
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650809563906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
650809563906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
650809563906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
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650809563906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
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650809563906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
650809563906			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
650809563906			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 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External

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
650809563906	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	09 Jun, 2025 12:50:25 PM	09 Jun, 2025 01:00:08 PM	06 Jun, 2025 06:40:34 PM	0:08:44	95	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			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 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			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 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			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 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625829894088			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 01:18:44 PM	09 Jun, 2025 01:20:33 PM	03 Jun, 2025 12:55:35 PM	0:12:35	100	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			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 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			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 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			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 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
625830529977			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 01:18:12 PM	09 Jun, 2025 01:36:23 PM	06 Jun, 2025 04:49:32 PM	0:09:19	90	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	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
650809562041	[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]	09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			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 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			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 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
650809562041			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 02:08:52 PM	09 Jun, 2025 02:17:34 PM	06 Jun, 2025 06:34:45 PM	0:10:36	100	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			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 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			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 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			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 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830496962			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 02:09:52 PM	09 Jun, 2025 02:19:04 PM	06 Jun, 2025 02:51:14 PM	0:09:55	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			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 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			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 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	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
625830530493	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			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 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830530493			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 02:33:49 PM	09 Jun, 2025 02:43:05 PM	06 Jun, 2025 04:49:56 PM	0:10:51	95	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			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 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			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 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			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 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
625830510714			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 02:50:28 PM	09 Jun, 2025 02:54:51 PM	06 Jun, 2025 03:41:56 PM	0:16:28	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			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 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			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 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809700665			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 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External

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
650809700665	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 03:09:24 PM	09 Jun, 2025 03:17:03 PM	09 Jun, 2025 12:59:52 PM	0:13:56	90	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	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 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	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 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	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 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809735312	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 03:23:37 PM	09 Jun, 2025 03:25:09 PM	09 Jun, 2025 02:43:22 PM	0:09:05	100	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	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 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	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 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
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650809708327	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 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809708327	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 03:43:31 PM	09 Jun, 2025 04:04:35 PM	09 Jun, 2025 01:35:06 PM	0:06:43	50	External
650809597405	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	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
650809597405	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			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 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			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 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
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650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
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650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
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650809597405			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 04:13:38 PM	09 Jun, 2025 04:19:51 PM	06 Jun, 2025 08:40:16 PM	0:10:28	100	External
650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
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650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			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 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			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 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
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650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
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650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
650809698168			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 Jun, 2025 03:53:10 PM	09 Jun, 2025 04:20:00 PM	09 Jun, 2025 01:24:46 PM	0:10:33	100	External
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650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			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 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			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 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	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
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650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
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650809611648			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 04:30:09 PM	09 Jun, 2025 04:40:01 PM	06 Jun, 2025 09:57:30 PM	0:09:33	80	External
650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
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650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
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650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
650809709750			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 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
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650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
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650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
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650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
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650809709750			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 04:50:52 PM	09 Jun, 2025 04:58:37 PM	09 Jun, 2025 01:37:29 PM	0:16:08	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			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 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			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 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
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650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External

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
650809763761	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
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650809763761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 06:33:51 PM	09 Jun, 2025 06:38:12 PM	09 Jun, 2025 04:03:31 PM	0:15:37	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			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 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			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 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
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650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			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 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
650809688882			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 06:48:47 PM	09 Jun, 2025 07:16:45 PM	09 Jun, 2025 12:07:43 PM	0:15:13	95	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
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625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			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 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			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 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			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 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830493058			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 07:18:38 PM	09 Jun, 2025 07:48:01 PM	06 Jun, 2025 02:42:32 PM	0:09:07	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			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 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	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
625830483957	[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 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			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 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			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 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
625830483957			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		09 Jun, 2025 09:33:50 PM	09 Jun, 2025 09:38:21 PM	06 Jun, 2025 02:08:38 PM	0:20:36	100	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			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		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			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		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			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		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
650809731427			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 12:26:11 AM	10 Jun, 2025 12:31:41 AM	09 Jun, 2025 02:35:21 PM	0:09:49	80	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			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		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			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		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	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
625830486411	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			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		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
625830486411			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 12:59:21 AM	10 Jun, 2025 01:13:40 AM	06 Jun, 2025 02:22:38 PM	0:12:20	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			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		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			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		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			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		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809769228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 01:42:59 AM	10 Jun, 2025 01:50:28 AM	09 Jun, 2025 04:19:14 PM	0:11:06	90	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			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		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			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		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External

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
650809829696	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696	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		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809829696	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 10:22:30 AM	10 Jun, 2025 10:31:20 AM	09 Jun, 2025 07:24:37 PM	0:09:47	80	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	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		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	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		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	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		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809765820	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 10:56:24 AM	10 Jun, 2025 11:22:53 AM	09 Jun, 2025 04:33:53 PM	0:11:33	95	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	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		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	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		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	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		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809801678	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 11:10:06 AM	10 Jun, 2025 11:35:14 AM	09 Jun, 2025 06:00:51 PM	0:33:21	100	External
650809824270	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	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
650809824270	[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]	10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			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		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			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		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809824270			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 11:38:33 AM	10 Jun, 2025 11:47:44 AM	09 Jun, 2025 07:05:48 PM	0:11:34	95	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			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		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			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		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			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		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809732322			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 12:01:45 PM	10 Jun, 2025 12:07:36 PM	09 Jun, 2025 02:35:35 PM	0:10:17	100	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			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		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			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		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	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
650809816034	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
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650809816034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 12:26:05 PM	10 Jun, 2025 12:36:32 PM	09 Jun, 2025 06:40:41 PM	0:10:16	90	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			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		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			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		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
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650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			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		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809874570			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 12:37:53 PM	10 Jun, 2025 12:47:47 PM	09 Jun, 2025 10:00:20 PM	0:10:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_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		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
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650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Typ	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650809870095	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted] 10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_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	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809870095			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 12:57:45 PM	09 Jun, 2025 09:48:30 PM	0:06:38	100	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			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	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			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	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
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650809800784			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Jun, 2025 12:49:04 PM	10 Jun, 2025 01:03:32 PM	09 Jun, 2025 05:56:37 PM	0:11:22	80	External
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650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
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650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
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650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			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	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	External
650809821630			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Jun, 2025 01:00:29 PM	10 Jun, 2025 01:17:43 PM	09 Jun, 2025 06:57:18 PM	0:11:49	95	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
650809862954	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			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		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			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		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
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650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			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		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809862954			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 01:18:12 PM	10 Jun, 2025 01:29:04 PM	09 Jun, 2025 09:07:38 PM	0:10:53	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			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		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
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650809820746			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		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
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650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
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650809820746			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		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809820746			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 02:32:18 PM	10 Jun, 2025 02:37:01 PM	09 Jun, 2025 06:54:21 PM	0:13:31	95	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			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		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			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		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	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
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650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			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		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809779279			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 02:30:33 PM	10 Jun, 2025 02:41:37 PM	09 Jun, 2025 04:49:08 PM	0:13:04	100	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			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		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			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		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
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650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
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650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
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650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			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		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809839806			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 02:44:15 PM	10 Jun, 2025 03:07:59 PM	09 Jun, 2025 07:54:01 PM	0:16:10	90	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			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		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			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		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	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
650809776283	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			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		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809776283			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 02:52:15 PM	10 Jun, 2025 03:29:55 PM	09 Jun, 2025 04:42:25 PM	0:10:16	100	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			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		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			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		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			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		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 03:46:12 PM	10 Jun, 2025 03:53:34 PM	10 Jun, 2025 01:55:52 PM	0:13:59	95	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			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		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			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		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	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
650809856670	[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]	10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			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		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809856670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 03:57:48 PM	10 Jun, 2025 04:08:39 PM	09 Jun, 2025 08:42:32 PM	0:14:43	80	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			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		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			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		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			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		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809854248			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 04:23:40 PM	10 Jun, 2025 04:32:09 PM	09 Jun, 2025 08:35:25 PM	0:11:40	65	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			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		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			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		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809598789			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		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	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
650809598789		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 05:30:56 PM	10 Jun, 2025 05:36:41 PM	06 Jun, 2025 08:48:51 PM	0:13:43	90	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		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		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		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		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
650809831351		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		10 Jun, 2025 06:32:19 PM	10 Jun, 2025 06:40:56 PM	09 Jun, 2025 07:43:08 PM	0:14:10	80	External
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650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		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		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		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		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
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650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
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650809984038		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 07:41:31 PM	10 Jun, 2025 07:55:28 PM	10 Jun, 2025 05:30:47 PM	0:15:12	90	External
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650809918564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564		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		10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External

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
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650809918564			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	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
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650809918564			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	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650809918564			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Jun, 2025 08:15:11 PM	10 Jun, 2025 08:17:53 PM	10 Jun, 2025 01:56:22 PM	0:14:23	95	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_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	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_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	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_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	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650810026066			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	10 Jun, 2025 08:24:41 PM	10 Jun, 2025 08:25:35 PM	10 Jun, 2025 07:51:43 PM	0:06:32	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			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	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			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	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	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
650809991841	[redacted]	[redacted]	CTE_Credit_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			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		10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809991841			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 08:31:05 PM	10 Jun, 2025 08:32:06 PM	10 Jun, 2025 05:52:34 PM	0:07:31	100	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			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		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			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		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			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		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809934729			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 09:26:41 PM	10 Jun, 2025 09:31:55 PM	10 Jun, 2025 02:51:30 PM	0:12:49	95	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			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		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			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		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			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		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809567172			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 09:47:42 PM	10 Jun, 2025 10:01:39 PM	06 Jun, 2025 06:51:04 PM	0:22:13	85	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	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
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			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		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			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		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			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		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650809933815			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		10 Jun, 2025 10:50:39 PM	10 Jun, 2025 11:21:30 PM	10 Jun, 2025 02:58:11 PM	0:12:49	65	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			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		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			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		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			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		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650810039650			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 12:07:56 AM	11 Jun, 2025 12:17:33 AM	10 Jun, 2025 08:37:36 PM	0:14:22	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			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		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	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
650809986546	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			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		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			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		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809986546			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 01:08:52 AM	11 Jun, 2025 01:18:01 AM	10 Jun, 2025 05:40:01 PM	0:18:55	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			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		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			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		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			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		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809985952			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 11:42:04 AM	11 Jun, 2025 11:50:09 AM	10 Jun, 2025 05:32:08 PM	0:11:03	80	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			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		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			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		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	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
650809977234	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
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650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			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		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650809977234			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 12:09:55 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 05:06:26 PM	0:11:47	70	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			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		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			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		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			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		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650810055012			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 12:28:22 PM	11 Jun, 2025 12:48:58 PM	10 Jun, 2025 09:55:30 PM	0:09:56	85	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			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		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			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		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	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
650809780514	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			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		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650809780514			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 01:37:21 PM	11 Jun, 2025 01:42:54 PM	09 Jun, 2025 04:56:10 PM	0:16:03	95	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			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		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			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		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			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		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650810047185			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 01:44:14 PM	11 Jun, 2025 02:07:15 PM	10 Jun, 2025 09:08:34 PM	0:08:32	60	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			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		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			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		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	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
650809957814	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			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		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650809957814			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 01:49:21 PM	11 Jun, 2025 02:11:55 PM	10 Jun, 2025 04:02:23 PM	0:24:38	90	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			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		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			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		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
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650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
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650810032136			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 02:08:50 PM	11 Jun, 2025 02:22:47 PM	10 Jun, 2025 08:24:26 PM	0:10:24	60	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			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		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			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		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
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650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
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650810047443			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 02:28:16 PM	11 Jun, 2025 02:36:55 PM	10 Jun, 2025 09:17:00 PM	0:10:03	95	External
650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
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650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650809900130			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		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	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
650809900130	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
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650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
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650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
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650809900130			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 03:33:34 PM	11 Jun, 2025 03:36:50 PM	10 Jun, 2025 01:04:39 PM	0:05:21	85	External
650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
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650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
650810024432			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		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
650810024432			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		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
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650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
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650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	g	11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
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650810024432			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 03:32:05 PM	11 Jun, 2025 03:48:17 PM	10 Jun, 2025 07:52:25 PM	0:11:04	80	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			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		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			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		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	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
650810009582	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
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650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
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650810009582			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		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810009582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 03:23:44 PM	11 Jun, 2025 04:04:24 PM	10 Jun, 2025 06:58:45 PM	0:12:19	50	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
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650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			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		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			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		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
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650810104538			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		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810104538			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 03:59:55 PM	11 Jun, 2025 04:07:40 PM	11 Jun, 2025 02:10:26 PM	0:13:57	95	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			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		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			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		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
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650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
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650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	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
650810051835	[redacted]	[redacted]	CTE_Credit_Disco	[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]	11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810051835			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 04:02:15 PM	11 Jun, 2025 04:24:00 PM	10 Jun, 2025 09:31:57 PM	0:12:22	65	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			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		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			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		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
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650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
650810053468			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		11 Jun, 2025 04:24:04 PM	11 Jun, 2025 04:28:02 PM	10 Jun, 2025 09:40:20 PM	0:13:03	90	External
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650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
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650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			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		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
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650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			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		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810133067			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 04:29:49 PM	11 Jun, 2025 04:30:43 PM	11 Jun, 2025 03:56:22 PM	0:11:20	100	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			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		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	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
650810055748	[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]	11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
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650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			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		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650810055748			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 04:36:17 PM	11 Jun, 2025 04:54:02 PM	10 Jun, 2025 09:47:46 PM	0:21:55	50	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			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		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			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		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
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650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			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		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650809907072			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 04:52:21 PM	11 Jun, 2025 05:02:22 PM	10 Jun, 2025 01:32:56 PM	0:16:32	100	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			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		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			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		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External

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
650810131701	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			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		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810131701			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 04:56:55 PM	11 Jun, 2025 05:06:11 PM	11 Jun, 2025 03:46:00 PM	0:15:16	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			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		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			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		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
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650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
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650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			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		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810109149			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 04:46:07 PM	11 Jun, 2025 05:18:15 PM	11 Jun, 2025 02:27:04 PM	0:23:00	80	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			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		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			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		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ng	11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	85	External
650810111011			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		11 Jun, 2025 05:20:32 PM	11 Jun, 2025 05:32:43 PM	11 Jun, 2025 02:37:31 PM	0:09:53	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
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6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			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		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			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		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
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6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			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		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101106094			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 05:29:06 PM	11 Jun, 2025 05:36:50 PM	11 Jun, 2025 02:14:39 PM	0:17:50	70	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			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		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			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		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			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		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508101001494			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 05:16:55 PM	11 Jun, 2025 05:40:45 PM	10 Jun, 2025 06:28:10 PM	0:13:03	85	External
6508099948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
6508099948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
6508099948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
6508099948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
6508099948045			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		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
6508099948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	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
650809948045	[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]	11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			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		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650809948045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 06:08:44 PM	11 Jun, 2025 06:14:11 PM	10 Jun, 2025 03:31:35 PM	0:09:23	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			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		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			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		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			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		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810149634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 05:22:48 PM	11 Jun, 2025 06:17:03 PM	11 Jun, 2025 04:57:30 PM	0:13:20	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
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650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			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		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			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		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
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650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	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
650810143616	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			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		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650810143616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 06:17:20 PM	11 Jun, 2025 06:20:37 PM	11 Jun, 2025 04:41:44 PM	0:10:54	95	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			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		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			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		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
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650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
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650809736156			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		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650809736156			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 05:33:39 PM	11 Jun, 2025 06:29:08 PM	09 Jun, 2025 02:48:35 PM	0:14:15	85	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		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		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
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650810114011			CTE_Credit_Escalation		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		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
650810114011			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		11 Jun, 2025 06:35:20 PM	11 Jun, 2025 06:37:06 PM	11 Jun, 2025 02:50:45 PM	0:50:17	95	External
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650810132125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	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
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650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	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		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	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		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
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650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
650810132125	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		11 Jun, 2025 05:21:13 PM	11 Jun, 2025 07:01:34 PM	11 Jun, 2025 03:48:43 PM	0:16:23	70	External
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650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	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		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	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		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
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650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	re	11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
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650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
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650809993273	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		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650809993273	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 06:56:28 PM	11 Jun, 2025 07:02:38 PM	10 Jun, 2025 06:02:30 PM	0:18:24	95	External
650810141978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
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650810141978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978	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		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978	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		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	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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650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
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650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978			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		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 07:00:09 PM	11 Jun, 2025 07:09:30 PM	11 Jun, 2025 04:23:56 PM	0:12:51	65	External
650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
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650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
650810110581			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		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
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650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
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650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
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650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
650810110581			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 06:48:11 PM	11 Jun, 2025 07:10:45 PM	11 Jun, 2025 02:30:16 PM	0:37:32	70	External
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650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
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650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
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650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
650810096937			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		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External

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650810096937	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
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650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
650810096937			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 07:03:59 PM	11 Jun, 2025 07:42:32 PM	11 Jun, 2025 01:49:23 PM	0:11:27	95	External
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650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			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		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			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		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
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650810107441			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		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810107441			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 07:47:36 PM	11 Jun, 2025 08:04:24 PM	11 Jun, 2025 02:25:00 PM	0:14:33	50	External
650810121905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
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650810121905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
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650810121905			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		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
650810121905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
650810121905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
650810121905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
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650810121905			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External

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
650810121905	[redacted]	[redacted]	CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
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650810121905			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 07:12:23 PM	11 Jun, 2025 08:09:19 PM	11 Jun, 2025 03:10:15 PM	0:12:54	95	External
650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
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650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			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		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			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		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
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650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			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		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810170931			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 07:29:37 PM	11 Jun, 2025 08:21:20 PM	11 Jun, 2025 06:19:45 PM	0:13:03	70	External
650810164653			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
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650810164653			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
650810164653			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		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
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650810164653			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		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
650810164653			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
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650810164653			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
650810164653			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
650810164653			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
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650810164653			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		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
650810164653			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 08:41:15 PM	11 Jun, 2025 08:48:17 PM	11 Jun, 2025 05:51:24 PM	0:17:17	85	External
650810089029			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	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
650810089029			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		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			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		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			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		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810089029			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 08:42:57 PM	11 Jun, 2025 08:49:31 PM	11 Jun, 2025 01:20:02 PM	0:30:04	90	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			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		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			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		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			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		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810170972			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 09:07:52 PM	11 Jun, 2025 09:23:37 PM	11 Jun, 2025 06:15:30 PM	0:26:12	85	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			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		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			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		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External

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
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		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		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810185137		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 09:04:35 PM	11 Jun, 2025 09:29:37 PM	11 Jun, 2025 07:12:59 PM	0:12:16	95	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		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		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		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		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		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		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810178510		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 09:31:50 PM	11 Jun, 2025 09:49:07 PM	11 Jun, 2025 06:45:30 PM	0:10:34	60	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		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		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		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		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	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
650810167524	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524			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		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810167524			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 09:41:58 PM	11 Jun, 2025 09:50:56 PM	11 Jun, 2025 06:01:28 PM	0:14:26	80	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			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		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			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		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
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650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			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		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810147163			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 10:11:49 PM	11 Jun, 2025 10:24:33 PM	11 Jun, 2025 04:54:59 PM	0:22:48	90	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			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		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			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		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
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650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	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
650810195000	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			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		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810195000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 10:53:33 PM	11 Jun, 2025 10:59:43 PM	11 Jun, 2025 07:48:39 PM	0:13:38	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			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		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			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		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			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		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650810105909			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 11:21:44 PM	11 Jun, 2025 11:25:13 PM	11 Jun, 2025 02:17:43 PM	0:12:27	95	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			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		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			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		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			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		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809922619			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		11 Jun, 2025 11:59:46 PM	12 Jun, 2025 12:05:33 AM	10 Jun, 2025 02:07:30 PM	0:12:46	75	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	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
650809917122	[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]	12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			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		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			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		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			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		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650809917122			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 01:09:25 AM	12 Jun, 2025 01:12:33 AM	10 Jun, 2025 01:55:52 PM	0:13:59	80	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			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		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			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		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
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650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			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		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810208207			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 11:38:00 AM	12 Jun, 2025 11:44:23 AM	11 Jun, 2025 08:41:42 PM	0:15:05	90	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			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		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			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		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	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
650810129611	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
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650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
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650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			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		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810129611			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 11:57:23 AM	12 Jun, 2025 12:17:47 PM	11 Jun, 2025 03:38:52 PM	0:11:42	100	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			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		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			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		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			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		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810025402			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 01:22:19 PM	12 Jun, 2025 01:32:53 PM	10 Jun, 2025 07:52:42 PM	0:07:27	85	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			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		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			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		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	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
650810207348	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			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		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810207348			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 01:42:17 PM	12 Jun, 2025 01:55:56 PM	11 Jun, 2025 08:36:56 PM	0:10:27	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			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		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			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		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			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		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810208393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 02:15:36 PM	12 Jun, 2025 02:26:19 PM	11 Jun, 2025 08:42:19 PM	0:09:40	90	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			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		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			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		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			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		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
650810250180			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 02:45:39 PM	12 Jun, 2025 02:52:18 PM	12 Jun, 2025 12:58:38 PM	0:10:05	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	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
625830283731	[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]	12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			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		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			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		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			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		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
625830283731			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 03:51:20 PM	12 Jun, 2025 03:52:49 PM	05 Jun, 2025 01:08:49 PM	0:13:21	100	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			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		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			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		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			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		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810209127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 04:03:28 PM	12 Jun, 2025 04:08:00 PM	11 Jun, 2025 08:44:27 PM	0:11:13	95	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			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		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			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		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External

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
650810281616	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
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650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			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		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810281616			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 04:06:12 PM	12 Jun, 2025 04:16:30 PM	12 Jun, 2025 03:10:01 PM	0:10:16	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			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		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			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		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			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		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810297885			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 06:15:28 PM	12 Jun, 2025 06:36:27 PM	12 Jun, 2025 04:04:23 PM	0:09:25	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			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		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			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		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	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
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			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		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810319261			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 06:43:43 PM	12 Jun, 2025 07:00:52 PM	12 Jun, 2025 05:28:22 PM	0:10:05	100	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			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		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			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		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
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650810299859			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
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650810299859			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		12 Jun, 2025 07:22:35 PM	12 Jun, 2025 07:32:37 PM	12 Jun, 2025 04:14:17 PM	0:10:50	95	External
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650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			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		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
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650810279233			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		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
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650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
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650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	External
650810279233			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		12 Jun, 2025 07:52:19 PM	12 Jun, 2025 08:07:57 PM	12 Jun, 2025 02:56:29 PM	0:09:35	45	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
650810305320	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
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650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			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		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
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650810305320			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		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
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650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
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650810305320			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		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810305320			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 07:58:56 PM	12 Jun, 2025 08:19:18 PM	12 Jun, 2025 04:33:07 PM	0:14:17	90	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			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		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			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		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
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650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
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650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
650810177323			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		12 Jun, 2025 08:28:08 PM	12 Jun, 2025 08:33:42 PM	11 Jun, 2025 06:44:04 PM	0:11:11	80	External
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650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
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650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External

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650810339615	[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]	12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			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		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			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		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810339615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 08:24:19 PM	12 Jun, 2025 08:38:04 PM	12 Jun, 2025 07:01:23 PM	0:19:14	85	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			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		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			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		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			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		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810032086			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		12 Jun, 2025 09:12:31 PM	12 Jun, 2025 09:18:34 PM	10 Jun, 2025 08:16:24 PM	0:13:42	100	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			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		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			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		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		12 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	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
650810252561	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			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		2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810252561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		2 Jun, 2025 11:28:43 PM	12 Jun, 2025 11:36:46 PM	12 Jun, 2025 01:13:10 PM	0:12:41	85	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			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		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			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		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			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		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		3 Jun, 2025 10:21:16 AM	13 Jun, 2025 10:24:56 AM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			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		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			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		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		3 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	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
650810326870	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	13 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			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		13 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810326870			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 10:47:31 AM	13 Jun, 2025 10:54:39 AM	12 Jun, 2025 05:57:46 PM	0:21:53	85	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			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		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			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		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			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		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810334668			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 10:49:38 AM	13 Jun, 2025 10:55:38 AM	12 Jun, 2025 06:31:38 PM	0:11:36	90	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			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		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			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		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	e	13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	e	13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810248485			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		13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	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
650810248485	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	13 Jun, 2025 11:02:54 AM	13 Jun, 2025 11:11:14 AM	12 Jun, 2025 12:47:18 PM	0:07:09	100	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			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		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			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		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			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		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810380561			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 11:47:03 AM	13 Jun, 2025 11:54:51 AM	12 Jun, 2025 09:46:29 PM	0:12:22	75	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			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		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			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		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			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		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810319777			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 11:25:58 AM	13 Jun, 2025 12:13:17 PM	12 Jun, 2025 05:31:11 PM	0:12:21	95	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	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
650810267319	[redacted]		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	[redacted]	13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			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		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	ed	13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			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		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810267319			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 12:02:35 PM	13 Jun, 2025 12:13:25 PM	12 Jun, 2025 02:11:53 PM	0:15:26	85	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			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		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			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		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			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		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810317096			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 12:15:00 PM	13 Jun, 2025 12:19:22 PM	12 Jun, 2025 05:19:19 PM	0:14:45	100	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			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		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			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		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	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
650810147016	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			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		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810147016			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 12:23:11 PM	13 Jun, 2025 12:28:21 PM	11 Jun, 2025 04:54:10 PM	0:06:47	80	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			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		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			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		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			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		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810013265			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 12:30:18 PM	13 Jun, 2025 12:32:47 PM	10 Jun, 2025 07:09:16 PM	0:08:59	85	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			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		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			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		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
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650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	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
650810360613	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
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650810360613			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 12:22:33 PM	13 Jun, 2025 12:38:45 PM	12 Jun, 2025 08:09:49 PM	0:11:42	100	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			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		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			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		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			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		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810344126			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 12:31:53 PM	13 Jun, 2025 12:40:52 PM	12 Jun, 2025 07:02:18 PM	0:10:14	85	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			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		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			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		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
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650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
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650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			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		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810406226			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 01:08:14 PM	13 Jun, 2025 01:15:08 PM	13 Jun, 2025 12:19:04 PM	0:22:29	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
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650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			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		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	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
650810377652	[redacted]	[redacted]	CTE_Credit_Disco	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			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		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
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650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
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650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
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650810377652			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 01:23:07 PM	13 Jun, 2025 01:25:30 PM	12 Jun, 2025 09:26:27 PM	0:13:16	100	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
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650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			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		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			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		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
650810368645			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		13 Jun, 2025 12:56:29 PM	13 Jun, 2025 01:40:30 PM	12 Jun, 2025 08:48:57 PM	0:10:35	55	External
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650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
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650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_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		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_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		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
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650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	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
650810118999	[redacted]	[redacted]	CTE_Credit_Payment_Span	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
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650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_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		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810118999			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 01:34:20 PM	13 Jun, 2025 01:44:43 PM	11 Jun, 2025 02:59:17 PM	0:18:38	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			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		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			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		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
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650810327439			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		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810327439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 01:27:38 PM	13 Jun, 2025 01:51:34 PM	12 Jun, 2025 06:05:48 PM	0:18:06	100	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		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		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		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		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template				13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810197252			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 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
650810197252	[redacted]	[redacted]	CTE_Credit_Escalation	[redacted]	Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	[redacted]	13 Jun, 2025 01:46:36 PM	13 Jun, 2025 01:53:56 PM	11 Jun, 2025 08:13:26 PM	0:08:30	95	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
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650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			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		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
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650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
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650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
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650810420338			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		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810420338			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 01:54:23 PM	13 Jun, 2025 01:57:45 PM	13 Jun, 2025 01:30:47 PM	0:12:46	100	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	to	13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
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650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3			13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			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		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
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650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
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650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
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650810046054			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		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810046054			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 01:51:13 PM	13 Jun, 2025 02:11:01 PM	10 Jun, 2025 09:02:49 PM	0:19:54	95	External
650810269862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 02:08:04 PM	13 Jun, 2025 02:14:30 PM	12 Jun, 2025 02:23:42 PM	0:09:12	100	External
650810269862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 02:08:04 PM	13 Jun, 2025 02:14:30 PM	12 Jun, 2025 02:23:42 PM	0:09:12	100	External
650810269862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 02:08:04 PM	13 Jun, 2025 02:14:30 PM	12 Jun, 2025 02:23:42 PM	0:09:12	100	External
650810269862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 02:08:04 PM	13 Jun, 2025 02:14:30 PM	12 Jun, 2025 02:23:42 PM	0:09:12	100	External
650810269862			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		13 Jun, 2025 02:08:04 PM	13 Jun, 2025 02:14:30 PM	12 Jun, 2025 02:23:42 PM	0:09:12	100	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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650810269862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		3 Jun, 2025 02:08:04 PM	13 Jun, 2025 02:14:30 PM	12 Jun, 2025 02:23:42 PM	0:09:12	100	External
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650810269862			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		3 Jun, 2025 02:08:04 PM	13 Jun, 2025 02:14:30 PM	12 Jun, 2025 02:23:42 PM	0:09:12	100	External
650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
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650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			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		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			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		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
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650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
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650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
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650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			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		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810218388			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		3 Jun, 2025 02:23:04 PM	13 Jun, 2025 02:40:33 PM	11 Jun, 2025 09:25:43 PM	0:12:25	50	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_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		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_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		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
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650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		3 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External

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
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650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_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	13 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810354017			CTE_Credit_Payment_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Jun, 2025 02:39:13 PM	13 Jun, 2025 02:42:20 PM	12 Jun, 2025 07:43:55 PM	0:12:10	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			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	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			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	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			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	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810193609			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Jun, 2025 02:39:30 PM	13 Jun, 2025 02:46:14 PM	11 Jun, 2025 07:58:21 PM	0:08:25	95	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			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	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			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	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	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
650810407295	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	[redacted]	13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			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		13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810407295			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 02:27:56 PM	13 Jun, 2025 03:01:37 PM	13 Jun, 2025 12:22:22 PM	0:26:29	85	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			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		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			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		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			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		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810329902			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 03:06:33 PM	13 Jun, 2025 03:11:14 PM	12 Jun, 2025 06:14:44 PM	0:17:21	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			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		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			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		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			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		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810350017			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 03:10:20 PM	13 Jun, 2025 03:13:48 PM	12 Jun, 2025 07:27:48 PM	0:08:30	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	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
650810431715	[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]	13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			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		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			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		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			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		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810431715			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 03:17:02 PM	13 Jun, 2025 03:20:03 PM	13 Jun, 2025 02:09:52 PM	0:08:20	100	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			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		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			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		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			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		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810304463			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 02:50:01 PM	13 Jun, 2025 03:22:39 PM	12 Jun, 2025 04:32:51 PM	0:10:30	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			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		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			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		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External

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
650810425423	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			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	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810425423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Jun, 2025 03:30:34 PM	13 Jun, 2025 03:32:16 PM	13 Jun, 2025 01:52:09 PM	0:08:59	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			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	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			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	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			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	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810432271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	13 Jun, 2025 03:28:27 PM	13 Jun, 2025 03:35:48 PM	13 Jun, 2025 02:10:23 PM	0:07:05	95	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			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	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			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	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	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
650810450072	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			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		13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810450072			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 03:47:00 PM	13 Jun, 2025 03:47:28 PM	13 Jun, 2025 03:15:47 PM	0:20:37	100	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			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		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			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		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			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		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810327608			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 03:43:09 PM	13 Jun, 2025 03:58:10 PM	12 Jun, 2025 06:00:12 PM	0:15:15	90	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			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		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			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		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			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		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	External
650810403977			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 04:03:08 PM	13 Jun, 2025 04:05:38 PM	13 Jun, 2025 12:09:22 PM	0:15:24	100	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
650810452780	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			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		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			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		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			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		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810452780			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 04:44:59 PM	13 Jun, 2025 04:53:40 PM	13 Jun, 2025 03:27:54 PM	0:07:41	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			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		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			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		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
650810367271			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		13 Jun, 2025 04:52:21 PM	13 Jun, 2025 04:57:48 PM	12 Jun, 2025 08:38:20 PM	0:06:20	100	External
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650810210559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559			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		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
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650810210559			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		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	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
650810210559		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
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650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
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650810210559		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 04:48:31 PM	13 Jun, 2025 05:23:59 PM	11 Jun, 2025 08:49:07 PM	0:25:43	70	External
650810453868		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
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650810453868		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
650810453868		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		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
650810453868		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
650810453868		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		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
650810453868		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
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650810453868		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
650810453868		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 05:28:23 PM	13 Jun, 2025 05:33:47 PM	13 Jun, 2025 03:30:07 PM	0:16:21	95	External
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650810461074		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	85	External
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650810461074		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	85	External
650810461074		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		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	85	External
650810461074		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	85	External
650810461074		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		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	85	External
650810461074		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	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
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650810461074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	85	External
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650810461074			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 05:30:48 PM	13 Jun, 2025 05:40:40 PM	13 Jun, 2025 03:58:08 PM	0:12:19	85	External
650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
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650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			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		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
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650810441530			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		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
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650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			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		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810441530			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 05:33:58 PM	13 Jun, 2025 05:51:46 PM	13 Jun, 2025 02:46:13 PM	0:08:01	95	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			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		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			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		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	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
650810471439	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			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		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810471439			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 05:34:16 PM	13 Jun, 2025 05:57:28 PM	13 Jun, 2025 05:03:44 PM	0:22:36	70	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			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		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			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		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			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		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810460297			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 05:33:41 PM	13 Jun, 2025 05:57:32 PM	13 Jun, 2025 03:54:33 PM	0:37:49	75	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			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		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			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		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			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		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810457268			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 05:51:36 PM	13 Jun, 2025 06:02:41 PM	13 Jun, 2025 03:44:56 PM	0:07:24	80	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	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
650810468384	[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]	13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			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		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			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		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yes		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
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650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			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		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810468384			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 05:54:31 PM	13 Jun, 2025 06:03:15 PM	13 Jun, 2025 04:29:53 PM	0:08:39	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			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		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			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		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			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		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810328201			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:09:10 PM	13 Jun, 2025 06:23:45 PM	12 Jun, 2025 06:02:52 PM	0:15:26	100	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			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		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			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		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	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
650810359210	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			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		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810359210			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:05:51 PM	13 Jun, 2025 06:36:55 PM	12 Jun, 2025 08:07:14 PM	0:08:10	95	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			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		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			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		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			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		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810458881			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:30:36 PM	13 Jun, 2025 06:39:57 PM	13 Jun, 2025 03:48:07 PM	0:10:40	70	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			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		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			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		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	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
650810345554	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			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		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810345554			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:39:26 PM	13 Jun, 2025 06:44:17 PM	12 Jun, 2025 07:13:51 PM	0:13:01	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			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		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			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		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
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650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
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650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			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		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810026391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:49:25 PM	13 Jun, 2025 06:53:14 PM	10 Jun, 2025 07:53:05 PM	0:14:28	80	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			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		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			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		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
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650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810141978			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External

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
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650810141978		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:54:31 PM	13 Jun, 2025 06:56:11 PM	11 Jun, 2025 04:23:56 PM	0:12:51	85	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
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650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		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		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		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		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		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		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810147163		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:56:35 PM	13 Jun, 2025 06:58:26 PM	11 Jun, 2025 04:54:59 PM	0:22:48	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		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		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		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		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		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		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810308365		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 06:58:52 PM	13 Jun, 2025 06:59:56 PM	12 Jun, 2025 04:45:38 PM	0:17:49	100	External
650810335146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
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650810335146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146		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		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	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
650810335146	[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]	13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
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650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
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650810335146			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		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810335146			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		13 Jun, 2025 07:00:25 PM	13 Jun, 2025 07:01:21 PM	12 Jun, 2025 06:28:25 PM	0:14:00	85	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
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650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			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		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			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		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
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650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
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650810304070			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 07:01:43 PM	13 Jun, 2025 07:03:19 PM	12 Jun, 2025 04:27:45 PM	0:16:23	90	External
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650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
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650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			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		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			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		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
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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
650810459075		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
650810459075		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 06:48:05 PM	13 Jun, 2025 07:06:45 PM	13 Jun, 2025 03:52:15 PM	0:19:24	90	External
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650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		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		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		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		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4			13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
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650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
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650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
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650810326870		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		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810326870		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		13 Jun, 2025 07:04:00 PM	13 Jun, 2025 07:08:18 PM	12 Jun, 2025 05:57:46 PM	0:21:53	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textare		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
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650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		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		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
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650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textare		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textare		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textare		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		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		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810338918		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textare		13 Jun, 2025 07:08:41 PM	13 Jun, 2025 07:10:17 PM	12 Jun, 2025 06:48:22 PM	0:15:51	100	External
650810160333		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	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
650810160333	[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]	14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			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		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			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		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			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		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810160333			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 01:45:31 AM	14 Jun, 2025 01:49:42 AM	11 Jun, 2025 05:38:36 PM	0:09:38	95	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			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		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			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		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			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		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810443315			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 03:28:35 AM	14 Jun, 2025 03:40:46 AM	13 Jun, 2025 02:55:57 PM	0:13:07	90	External
650810527697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			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		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			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		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	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	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527697	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jun, 2025 03:49:02 AM	14 Jun, 2025 03:55:59 AM	13 Jun, 2025 08:28:12 PM	0:11:01	80	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
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650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	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	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
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650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
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650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	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	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810527664	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	14 Jun, 2025 10:13:24 AM	14 Jun, 2025 10:21:57 AM	13 Jun, 2025 08:32:17 PM	0:09:33	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	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	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	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	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	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
650810419936	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936			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		14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810419936			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 10:54:13 AM	14 Jun, 2025 11:02:32 AM	13 Jun, 2025 01:29:08 PM	0:11:34	95	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			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		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			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		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			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		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810121600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 11:27:54 AM	14 Jun, 2025 11:33:23 AM	11 Jun, 2025 03:11:43 PM	0:10:09	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			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		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			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		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			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		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810527606			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 11:41:43 AM	14 Jun, 2025 11:45:54 AM	13 Jun, 2025 08:27:01 PM	0:08:50	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	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
650810471738	[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]	14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			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		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			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		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			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		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810471738			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 11:57:25 AM	14 Jun, 2025 12:17:07 PM	13 Jun, 2025 04:41:35 PM	0:10:39	100	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			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		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			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		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			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		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810240372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 12:45:48 PM	14 Jun, 2025 12:54:48 PM	12 Jun, 2025 12:05:56 PM	0:11:58	95	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			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		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			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		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	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
650810476743	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			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		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810476743			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 01:10:51 PM	14 Jun, 2025 01:17:19 PM	13 Jun, 2025 05:12:08 PM	0:10:10	100	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radi		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			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		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			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		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
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650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yes		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
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650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			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		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810461351			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 01:30:11 PM	14 Jun, 2025 01:34:45 PM	13 Jun, 2025 04:02:56 PM	0:07:54	95	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			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		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			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		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External

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
650810340239		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239		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		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810340239		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 01:42:18 PM	14 Jun, 2025 01:49:20 PM	12 Jun, 2025 07:13:37 PM	0:08:58	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
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650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		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		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
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650810422150		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		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		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		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810422150		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		14 Jun, 2025 01:59:25 PM	14 Jun, 2025 02:05:40 PM	13 Jun, 2025 01:35:59 PM	0:10:36	100	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		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		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		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		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		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		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810516058		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 09:27:52 AM	16 Jun, 2025 09:29:19 AM	13 Jun, 2025 07:55:05 PM	0:11:46	95	External
650810455780		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	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
650810455780	[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]	16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			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		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			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		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			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		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810455780			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 09:49:41 AM	16 Jun, 2025 09:57:51 AM	13 Jun, 2025 03:42:28 PM	0:25:01	75	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			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		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			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		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesn		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			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		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810415127			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 10:11:41 AM	16 Jun, 2025 10:16:30 AM	13 Jun, 2025 01:16:53 PM	0:11:19	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			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		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	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
650810500995	[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]	16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
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650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
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650810500995			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		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810500995			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 10:31:00 AM	16 Jun, 2025 10:38:23 AM	13 Jun, 2025 06:41:38 PM	0:11:40	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			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		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			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		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			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		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810461541			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 10:39:39 AM	16 Jun, 2025 10:40:38 AM	13 Jun, 2025 04:03:12 PM	0:15:38	100	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			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		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			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		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
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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
650810373698	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
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650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
650810373698			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 11:06:57 AM	16 Jun, 2025 11:17:38 AM	12 Jun, 2025 09:11:06 PM	0:09:54	95	External
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650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
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650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			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		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			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		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
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650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			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		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810295314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 11:14:36 AM	16 Jun, 2025 11:20:26 AM	12 Jun, 2025 03:59:24 PM	0:13:30	85	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			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		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
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650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
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650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			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		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810501664			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 11:46:20 AM	16 Jun, 2025 11:48:12 AM	13 Jun, 2025 06:43:37 PM	0:11:22	100	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	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
650810494045	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			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	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			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	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			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	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810494045			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Jun, 2025 12:24:13 PM	16 Jun, 2025 12:33:47 PM	13 Jun, 2025 06:12:10 PM	0:10:31	95	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			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	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			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	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			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	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810480470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	16 Jun, 2025 12:51:00 PM	16 Jun, 2025 12:56:13 PM	13 Jun, 2025 05:26:45 PM	0:09:56	100	External
650810611833			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			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	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			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	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External

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
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		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		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810611833		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 12:56:47 PM	16 Jun, 2025 01:06:11 PM	16 Jun, 2025 12:27:30 PM	0:07:42	100	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		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		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		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		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		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		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810608875		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 12:40:40 PM	16 Jun, 2025 01:11:13 PM	16 Jun, 2025 12:06:09 PM	0:12:14	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		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		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		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		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	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
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		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		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810618137		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 01:07:16 PM	16 Jun, 2025 01:16:26 PM	16 Jun, 2025 12:52:28 PM	0:07:11	95	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		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		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		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		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		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		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810486699		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 01:14:40 PM	16 Jun, 2025 01:36:01 PM	13 Jun, 2025 05:46:20 PM	0:17:39	90	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		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		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		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		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		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		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810616947		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 01:27:51 PM	16 Jun, 2025 01:38:39 PM	16 Jun, 2025 12:49:54 PM	0:10:37	100	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	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
650810533970	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno	[redacted]	16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810533970			CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		16 Jun, 2025 03:38:30 PM	16 Jun, 2025 03:54:43 PM	13 Jun, 2025 08:55:10 PM	0:09:33	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			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		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			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		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			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		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810609911			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 03:41:25 PM	16 Jun, 2025 03:57:49 PM	16 Jun, 2025 12:24:30 PM	0:12:07	85	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			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		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			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		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			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		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810642479			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 04:16:10 PM	16 Jun, 2025 04:18:41 PM	16 Jun, 2025 02:12:30 PM	0:27:51	90	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	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
650810466522	[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]	16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			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		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			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		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			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		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810466522			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 04:26:17 PM	16 Jun, 2025 04:27:53 PM	13 Jun, 2025 04:25:44 PM	0:25:21	95	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			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		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			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		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			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		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810673670			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 04:49:13 PM	16 Jun, 2025 04:50:19 PM	16 Jun, 2025 04:00:52 PM	0:19:21	100	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			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		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			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		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	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
650810425615	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	[redacted]	16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			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		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810425615			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 04:14:22 PM	16 Jun, 2025 05:10:19 PM	13 Jun, 2025 01:47:17 PM	0:09:51	90	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			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		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			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		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			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		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810662019			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 04:55:23 PM	16 Jun, 2025 05:25:34 PM	16 Jun, 2025 03:08:10 PM	0:14:22	80	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			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		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			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		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	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
650810701373	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	[redacted]	16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			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		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810701373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 05:30:47 PM	16 Jun, 2025 05:53:44 PM	16 Jun, 2025 04:59:54 PM	0:25:59	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			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		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			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		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			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		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810625274			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 05:59:51 PM	16 Jun, 2025 06:39:12 PM	16 Jun, 2025 01:31:40 PM	0:27:40	90	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			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		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			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		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			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		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External
650810691625			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 06:38:45 PM	16 Jun, 2025 06:40:58 PM	16 Jun, 2025 04:29:35 PM	0:17:13	85	External

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
650810670221	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			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		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			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		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			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		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650810670221			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 06:31:59 PM	16 Jun, 2025 06:44:53 PM	16 Jun, 2025 03:28:47 PM	0:18:43	85	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			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		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			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		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			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		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650809763051			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 06:58:16 PM	16 Jun, 2025 07:01:12 PM	09 Jun, 2025 04:04:29 PM	0:10:36	75	External
650810712579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579			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		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	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
650810712579		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		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		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		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810712579		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 06:59:46 PM	16 Jun, 2025 07:02:08 PM	16 Jun, 2025 05:38:52 PM	0:19:39	95	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		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		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		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		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		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		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810459352		CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 06:46:54 PM	16 Jun, 2025 07:18:29 PM	13 Jun, 2025 03:51:29 PM	0:08:21	70	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
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650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		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		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		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		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	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
650810718281	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
650810718281			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
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650810718281			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		16 Jun, 2025 07:14:01 PM	16 Jun, 2025 07:19:54 PM	16 Jun, 2025 05:56:34 PM	0:10:10	90	External
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650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			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		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
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650810608186			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		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
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650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
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650810608186			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		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810608186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 07:19:22 PM	16 Jun, 2025 07:25:49 PM	16 Jun, 2025 12:02:50 PM	0:06:58	95	External
650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
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650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
650810722509			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		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
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650810722509			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		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
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650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
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650810722509			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 07:34:06 PM	16 Jun, 2025 07:35:11 PM	16 Jun, 2025 06:06:49 PM	0:19:30	100	External
650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	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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650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			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		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			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		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
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650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
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650810720612			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 07:27:20 PM	16 Jun, 2025 07:36:18 PM	16 Jun, 2025 06:01:34 PM	0:09:18	80	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
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650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			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		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			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		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			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		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810430128			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 07:52:17 PM	16 Jun, 2025 07:58:12 PM	13 Jun, 2025 02:03:09 PM	0:06:21	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			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		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			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		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	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
650810709147	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
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650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			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		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810709147			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 08:01:39 PM	16 Jun, 2025 08:03:28 PM	16 Jun, 2025 05:50:29 PM	0:19:39	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
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650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			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		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			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		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
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650810258710			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		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810258710			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		16 Jun, 2025 07:59:23 PM	16 Jun, 2025 08:12:38 PM	12 Jun, 2025 01:35:01 PM	0:05:02	100	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
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650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			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		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			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		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	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
650810466918	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			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		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810466918			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 09:37:37 AM	17 Jun, 2025 09:43:08 AM	13 Jun, 2025 04:24:08 PM	0:11:42	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			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		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			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		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			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		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810452069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 09:59:02 AM	17 Jun, 2025 10:02:32 AM	13 Jun, 2025 03:24:48 PM	0:06:26	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			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		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			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		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			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		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810711574			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 10:37:18 AM	17 Jun, 2025 10:49:09 AM	16 Jun, 2025 05:35:02 PM	0:09:33	90	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	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
650810712601	[redacted]		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			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		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			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		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
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650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			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		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810712601			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 10:54:27 AM	17 Jun, 2025 11:01:33 AM	16 Jun, 2025 05:54:28 PM	0:15:30	100	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			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		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			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		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			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		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810608591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 11:15:14 AM	17 Jun, 2025 11:17:53 AM	16 Jun, 2025 12:12:53 PM	0:13:05	90	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			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		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			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		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	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
650810762327	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			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		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810762327			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 11:16:00 AM	17 Jun, 2025 11:28:29 AM	16 Jun, 2025 08:25:05 PM	0:11:27	100	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			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		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			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		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			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		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810503336			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 11:23:46 AM	17 Jun, 2025 11:41:45 AM	13 Jun, 2025 06:52:10 PM	0:11:16	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			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		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			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		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	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
650810660043	[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]	17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810660043			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 11:45:34 AM	17 Jun, 2025 11:49:24 AM	16 Jun, 2025 02:58:49 PM	0:14:11	95	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			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		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			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		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			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		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810751393			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 11:56:32 AM	17 Jun, 2025 11:58:43 AM	16 Jun, 2025 07:40:08 PM	0:14:59	90	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			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		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			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		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			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		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810714683			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 12:09:36 PM	17 Jun, 2025 12:24:15 PM	16 Jun, 2025 05:41:16 PM	0:16:54	100	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			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		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	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
650810734453	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	[redacted]	17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			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		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
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650810734453			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		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810734453			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 12:23:30 PM	17 Jun, 2025 12:33:20 PM	16 Jun, 2025 06:52:44 PM	0:14:08	95	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			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		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			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		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
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650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			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		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810762498			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 12:45:00 PM	17 Jun, 2025 12:46:11 PM	16 Jun, 2025 08:20:47 PM	0:08:09	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			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		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			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		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External

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
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650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			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	17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810773593			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Jun, 2025 12:27:07 PM	17 Jun, 2025 12:52:31 PM	16 Jun, 2025 08:55:05 PM	0:15:08	100	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			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	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			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	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
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650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
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650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
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650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			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	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
650810769430			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Jun, 2025 12:49:22 PM	17 Jun, 2025 12:58:34 PM	16 Jun, 2025 08:54:34 PM	0:13:18	80	External
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650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
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650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			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	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			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	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	100	External
650810616965			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	17 Jun, 2025 12:12:32 PM	17 Jun, 2025 01:25:55 PM	16 Jun, 2025 12:48:56 PM	0:17:38	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
650810683672	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			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		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			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		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			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		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810683672			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 01:24:11 PM	17 Jun, 2025 01:31:46 PM	16 Jun, 2025 04:12:51 PM	0:10:03	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			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		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			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		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			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		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810693311			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 02:13:54 PM	17 Jun, 2025 02:18:34 PM	16 Jun, 2025 04:35:25 PM	0:09:31	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			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		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			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		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External

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
650810768506	[redacted]		CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			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		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810768506			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 02:23:45 PM	17 Jun, 2025 02:24:34 PM	16 Jun, 2025 08:39:39 PM	0:12:25	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			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		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			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		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			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		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810812373			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 02:40:29 PM	17 Jun, 2025 02:48:13 PM	17 Jun, 2025 12:47:17 PM	0:15:29	100	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			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		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			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		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan				17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	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
650810775155	[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]	17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			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		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810775155			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 01:37:19 PM	17 Jun, 2025 02:50:25 PM	16 Jun, 2025 09:05:28 PM	0:28:23	90	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			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		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			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		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			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		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810816109			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 02:33:03 PM	17 Jun, 2025 03:30:50 PM	17 Jun, 2025 01:04:08 PM	0:25:14	85	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			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		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			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		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			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		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810689634			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 03:21:38 PM	17 Jun, 2025 03:30:59 PM	16 Jun, 2025 04:32:01 PM	0:22:57	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	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
650810826600	[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]	17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			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		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			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		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			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		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810826600			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 03:46:33 PM	17 Jun, 2025 03:51:00 PM	17 Jun, 2025 01:47:50 PM	0:16:07	90	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			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		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			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		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			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		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810806664			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 02:50:41 PM	17 Jun, 2025 04:02:10 PM	17 Jun, 2025 12:14:14 PM	0:19:54	100	External
650810767678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			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		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			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		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	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
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		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		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810767678		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 03:52:43 PM	17 Jun, 2025 04:02:38 PM	16 Jun, 2025 08:35:38 PM	0:12:37	90	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		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		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		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		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		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		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810824524		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 04:13:56 PM	17 Jun, 2025 04:18:16 PM	17 Jun, 2025 01:40:12 PM	0:08:33	95	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		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		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		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		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	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
650810848883	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883			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		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810848883			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 04:18:21 PM	17 Jun, 2025 04:31:35 PM	17 Jun, 2025 03:04:51 PM	0:09:53	100	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			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		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			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		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			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		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810831787			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 04:47:44 PM	17 Jun, 2025 04:50:26 PM	17 Jun, 2025 02:11:55 PM	0:10:44	90	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		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		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		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		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
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650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810656714			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 05:26:34 PM	17 Jun, 2025 05:28:19 PM	16 Jun, 2025 03:00:22 PM	0:12:00	100	External
650810851289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289			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		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External

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
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		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		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		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		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810851289		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 04:38:51 PM	17 Jun, 2025 05:35:21 PM	17 Jun, 2025 03:18:41 PM	0:10:26	80	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		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		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		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		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		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		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810628352		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 05:34:41 PM	17 Jun, 2025 05:38:48 PM	16 Jun, 2025 01:34:14 PM	0:14:14	90	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Opening	Used the appropriate greeting	2.1	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Opening	Properly identified/authenticated the caller and account	2.2	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Connected with the Customer/Likeability	3.1	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Actively Listened	3.2	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Demonstrated Ownership	3.3	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Soft Skills	Comments on Soft Skills:	3.4	textarea		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Process	Followed Policies & Procedures	4.1	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Process	Processed Transaction Properly	4.2	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Process	Answered All Questions	4.3	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Process	First Contact Resolution	4.4	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Process	Documented Transaction	4.5	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Process	Did the CSR offer Paperless Billing	4.6	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Process	Comments on Process:	4.7	textarea		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Closing	Recapped/Provided Next Steps	5.1	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Closing	Updated Telephone Number Information/Friendly Close	5.2	yesno		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810848524		CTE_Credit		Alorica - Quality Evolution Form	Closing	Comments on Closing:	5.3	textarea		17 Jun, 2025 05:48:49 PM	17 Jun, 2025 05:50:42 PM	17 Jun, 2025 03:03:47 PM	0:13:57	100	External
650810743710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External

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
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	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		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	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		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	g	17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	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		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810743710	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 05:53:31 PM	17 Jun, 2025 06:05:20 PM	16 Jun, 2025 07:20:18 PM	0:10:09	85	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	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		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	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		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	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		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810853838	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 06:08:20 PM	17 Jun, 2025 06:11:38 PM	17 Jun, 2025 03:32:03 PM	0:09:27	100	External
650810866034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034	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		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034	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		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	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
650810866034	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			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		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810866034			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 06:28:18 PM	17 Jun, 2025 06:31:08 PM	17 Jun, 2025 04:08:32 PM	0:17:23	100	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			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		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			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		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			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		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810855175			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 06:32:00 PM	17 Jun, 2025 06:34:17 PM	17 Jun, 2025 03:25:02 PM	0:14:26	90	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			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		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			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		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	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
650810854562	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			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		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810854562			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 06:49:06 PM	17 Jun, 2025 06:57:32 PM	17 Jun, 2025 03:25:20 PM	0:13:25	75	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			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		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			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		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			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		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810912024			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 07:04:41 PM	17 Jun, 2025 07:20:02 PM	17 Jun, 2025 06:46:00 PM	0:16:25	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			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		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			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		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			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		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810892259			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 07:38:17 PM	17 Jun, 2025 07:44:02 PM	17 Jun, 2025 05:33:37 PM	0:11:31	100	External
650810758676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	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
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		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		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		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		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		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		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810758676		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 07:31:26 PM	17 Jun, 2025 07:56:40 PM	16 Jun, 2025 08:05:26 PM	0:22:50	85	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		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		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		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		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		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		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810810802		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 08:26:08 PM	17 Jun, 2025 08:27:06 PM	17 Jun, 2025 12:38:40 PM	0:11:25	100	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		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		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		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		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	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
650810839741	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	[redacted]	17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			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		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810839741			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 10:21:04 PM	17 Jun, 2025 10:31:42 PM	17 Jun, 2025 02:36:21 PM	0:08:54	70	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			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		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			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		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			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		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810903301			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		17 Jun, 2025 11:13:59 PM	17 Jun, 2025 11:22:27 PM	17 Jun, 2025 06:12:39 PM	0:12:48	90	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			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		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			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		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
650810757766			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	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
65081075776	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
65081075776			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
65081075776			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
65081075776			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		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
65081075776			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 01:23:59 AM	18 Jun, 2025 01:26:35 AM	16 Jun, 2025 08:10:44 PM	0:20:24	95	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			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		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			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		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			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		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081093811			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 01:33:28 AM	18 Jun, 2025 01:39:16 AM	17 Jun, 2025 08:25:28 PM	0:11:44	90	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			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		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			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		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			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		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081072920			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 01:43:16 AM	18 Jun, 2025 01:47:12 AM	16 Jun, 2025 06:30:48 PM	0:15:10	100	External
65081069077			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
65081069077			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	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
650810690777	[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]	18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			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		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			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		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			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		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810690777			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 01:50:07 AM	18 Jun, 2025 01:56:22 AM	16 Jun, 2025 04:35:07 PM	0:10:55	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			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		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			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		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			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		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810865543			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 02:08:52 AM	18 Jun, 2025 02:12:38 AM	17 Jun, 2025 04:02:08 PM	0:14:48	95	External
650810417556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556			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		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556			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		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External

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
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	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		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810417556	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 10:11:17 AM	18 Jun, 2025 10:19:47 AM	13 Jun, 2025 01:16:24 PM	0:15:14	90	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	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		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	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		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	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		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810947512	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 10:37:23 AM	18 Jun, 2025 10:40:51 AM	17 Jun, 2025 08:53:53 PM	0:09:20	100	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	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		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	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		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	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
650810923063	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063			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	18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810923063			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jun, 2025 10:52:37 AM	18 Jun, 2025 11:03:10 AM	17 Jun, 2025 07:24:18 PM	0:10:35	95	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			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	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			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	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			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	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810675018			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jun, 2025 11:33:24 AM	18 Jun, 2025 11:38:24 AM	16 Jun, 2025 04:05:16 PM	0:07:18	100	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			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	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			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	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			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	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	95	External
650810874485			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jun, 2025 12:56:41 PM	18 Jun, 2025 01:01:19 PM	17 Jun, 2025 04:45:08 PM	0:09:32	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
650810852997	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			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		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			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		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			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		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810852997			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 01:40:52 PM	18 Jun, 2025 01:47:34 PM	17 Jun, 2025 03:22:30 PM	0:29:59	100	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			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		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			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		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			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		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650810820517			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 01:38:24 PM	18 Jun, 2025 01:54:49 PM	17 Jun, 2025 01:28:46 PM	0:13:48	95	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			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		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			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		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	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
650811009224	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	[redacted]	18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			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		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650811009224			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 04:03:50 PM	18 Jun, 2025 04:21:06 PM	18 Jun, 2025 02:27:21 PM	0:10:54	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			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		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			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		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
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650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
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650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			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		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810506409			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 04:14:55 PM	18 Jun, 2025 04:37:58 PM	13 Jun, 2025 07:05:44 PM	0:12:30	85	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			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		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			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		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	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
650810932134	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			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		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650810932134			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 04:55:39 PM	18 Jun, 2025 05:00:08 PM	17 Jun, 2025 07:58:22 PM	0:08:23	95	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			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		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			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		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			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		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811002515			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 04:56:57 PM	18 Jun, 2025 05:32:49 PM	18 Jun, 2025 02:06:56 PM	0:19:22	80	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			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		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			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		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	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
650811049590	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			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	18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650811049590			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jun, 2025 05:38:45 PM	18 Jun, 2025 05:41:39 PM	18 Jun, 2025 04:53:19 PM	0:06:20	95	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			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	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			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	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			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	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810945807			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jun, 2025 05:55:40 PM	18 Jun, 2025 06:05:45 PM	17 Jun, 2025 08:50:43 PM	0:11:53	85	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			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	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			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	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			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	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650810536571			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	18 Jun, 2025 07:23:45 PM	18 Jun, 2025 07:28:01 PM	13 Jun, 2025 09:09:10 PM	0:16:33	95	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External

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
650811042896	[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]	18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			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		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			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		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650811042896			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 07:29:00 PM	18 Jun, 2025 07:35:10 PM	18 Jun, 2025 04:27:14 PM	0:14:29	100	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			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		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			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		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			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		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810689488			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 07:49:22 PM	18 Jun, 2025 07:59:23 PM	16 Jun, 2025 04:25:34 PM	0:09:57	95	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			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		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			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		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	80	External
650810981112			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 07:48:54 PM	18 Jun, 2025 08:18:13 PM	18 Jun, 2025 12:41:06 PM	0:13:53	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
650811082809	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650811082809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650811082809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650811082809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650811082809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650811082809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650811082809			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		18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650811082809			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:14:34 PM	18 Jun, 2025 08:19:46 PM	18 Jun, 2025 06:51:39 PM	0:16:25	100	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			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		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			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		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			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		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	85	External
650810917150			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:17:26 PM	18 Jun, 2025 08:29:16 PM	17 Jun, 2025 07:03:36 PM	0:21:34	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
650811079104	[redacted]	[redacted]	CTE_Credit_Payment	[redacted]	Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	[redacted]	18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			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		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			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		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			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		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
650811079104			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:33:33 PM	18 Jun, 2025 08:37:09 PM	18 Jun, 2025 06:38:22 PM	0:14:14	100	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			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		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			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		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
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6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			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		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
6508106976 20			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:13:09 PM	18 Jun, 2025 08:37:24 PM	16 Jun, 2025 04:48:00 PM	0:13:05	85	External
650811084314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
650811084314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
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650811084314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
650811084314			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		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
650811084314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
650811084314			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		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
650811084314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	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
6508110843l4	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			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		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508110843l4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:33:27 PM	18 Jun, 2025 08:38:36 PM	18 Jun, 2025 07:01:14 PM	0:08:47	90	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			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		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			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		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			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		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508108805S1			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:33:57 PM	18 Jun, 2025 08:44:40 PM	17 Jun, 2025 04:52:35 PM	0:09:58	85	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			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		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			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		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
6508110739S4			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	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
650811073984	[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]	18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
650811073984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
650811073984			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		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
650811073984			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:12:01 PM	18 Jun, 2025 08:57:52 PM	18 Jun, 2025 06:18:36 PM	0:11:22	100	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			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		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			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		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			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		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650810926553			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 08:53:56 PM	18 Jun, 2025 09:00:30 PM	17 Jun, 2025 07:36:28 PM	0:14:31	95	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			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		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			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		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			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		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650811096799			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 09:54:33 PM	18 Jun, 2025 09:57:56 PM	18 Jun, 2025 07:46:26 PM	0:09:44	100	External
650810505314			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External

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
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		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		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		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		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		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		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810505314		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 09:52:59 PM	18 Jun, 2025 10:00:53 PM	13 Jun, 2025 07:01:05 PM	0:14:40	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		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		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		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		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		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		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810882563		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 10:18:26 PM	18 Jun, 2025 10:22:13 PM	17 Jun, 2025 04:58:03 PM	0:06:28	95	External
650810472566		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566		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		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566		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		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 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
650810472566	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			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		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810472566			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		18 Jun, 2025 10:19:30 PM	18 Jun, 2025 10:34:48 PM	13 Jun, 2025 04:45:51 PM	0:11:22	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			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		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			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		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			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		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650810609114			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 12:33:15 PM	19 Jun, 2025 12:43:31 PM	16 Jun, 2025 12:11:03 PM	0:10:48	95	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			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		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			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		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External

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
650811144312	[redacted]	[redacted]	CTE_Credit	[redacted]	Closing	Update RECAP	4.1	yesno	[redacted]	19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			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		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811144312			CTE_Credit	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 12:36:34 PM	19 Jun, 2025 12:47:28 PM	19 Jun, 2025 12:11:45 PM	0:16:47	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			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		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			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		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			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		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811075456			CTE_Credit	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 12:48:53 PM	19 Jun, 2025 12:58:50 PM	18 Jun, 2025 06:28:40 PM	0:13:14	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			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		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			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		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			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		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811082382			CTE_Credit	lorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 12:49:05 PM	19 Jun, 2025 12:59:48 PM	18 Jun, 2025 06:49:05 PM	0:09:30	100	External
650811058431			CTE_Credit	lorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	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
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			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		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			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		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			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		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811058431			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 01:00:53 PM	19 Jun, 2025 01:12:07 PM	18 Jun, 2025 05:39:09 PM	0:11:57	95	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			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		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			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		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			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		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811091416			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 12:53:28 PM	19 Jun, 2025 01:21:46 PM	18 Jun, 2025 07:24:11 PM	0:11:36	85	External
650811027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
650811027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
650811027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
650811027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
650811027979			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		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
650811027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	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
6508111027979	[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]	19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
6508111027979			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		19 Jun, 2025 01:33:17 PM	19 Jun, 2025 01:51:09 PM	18 Jun, 2025 03:47:54 PM	0:08:51	55	External
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6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			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		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			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		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
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6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			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		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111153612			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 01:40:13 PM	19 Jun, 2025 01:55:59 PM	19 Jun, 2025 01:03:41 PM	0:17:47	100	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			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		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			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		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
6508111118354			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
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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
650811118354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
650811118354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
650811118354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
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650811118354		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		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
650811118354		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 01:54:43 PM	19 Jun, 2025 02:02:17 PM	18 Jun, 2025 09:08:47 PM	0:07:33	85	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		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		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		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		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
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650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		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		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650811075776		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 02:03:25 PM	19 Jun, 2025 02:13:35 PM	18 Jun, 2025 06:27:08 PM	0:10:38	90	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		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		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		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		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
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650810697716		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		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810697716		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 02:02:57 PM	19 Jun, 2025 02:27:46 PM	16 Jun, 2025 05:15:56 PM	0:26:07	100	External
650810848372		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	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
650810848372	[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]	19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			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		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			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		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			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		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810848372			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 01:47:01 PM	19 Jun, 2025 03:08:54 PM	17 Jun, 2025 03:03:07 PM	0:08:47	100	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			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		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			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		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
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650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			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		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810978064			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 02:39:01 PM	19 Jun, 2025 03:11:42 PM	18 Jun, 2025 12:19:54 PM	0:17:19	95	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			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		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			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		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	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
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650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
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650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			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		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810951219			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 02:53:20 PM	19 Jun, 2025 03:32:47 PM	17 Jun, 2025 09:10:52 PM	0:08:12	85	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
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650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			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		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
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650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			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		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650810928942			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 03:58:03 PM	19 Jun, 2025 04:01:59 PM	17 Jun, 2025 07:43:10 PM	0:18:53	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			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		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			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		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	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
650811112102	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			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		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811112102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 04:09:18 PM	19 Jun, 2025 04:20:14 PM	18 Jun, 2025 08:39:39 PM	0:09:05	95	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			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		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			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		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			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		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811063524			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 04:17:29 PM	19 Jun, 2025 04:25:11 PM	18 Jun, 2025 05:42:53 PM	0:12:02	85	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			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		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			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		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			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		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650811037328			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 04:20:40 PM	19 Jun, 2025 04:36:57 PM	18 Jun, 2025 04:21:34 PM	0:15:25	100	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	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
650810770699	[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]	19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			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		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			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		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			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		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810770699			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 04:34:27 PM	19 Jun, 2025 04:47:55 PM	16 Jun, 2025 08:49:28 PM	0:08:45	45	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			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		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			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		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			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		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650810855834			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 04:43:11 PM	19 Jun, 2025 04:49:37 PM	17 Jun, 2025 03:27:19 PM	0:08:13	70	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			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		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			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		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	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
650811179317	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			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		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811179317			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 04:48:03 PM	19 Jun, 2025 04:55:54 PM	19 Jun, 2025 02:56:36 PM	0:11:50	95	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			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		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			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		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesn		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			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		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811069747			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 04:54:53 PM	19 Jun, 2025 05:03:37 PM	18 Jun, 2025 06:03:21 PM	0:06:38	70	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			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		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			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		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
650811146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	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
6508111146367	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
6508111146367			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		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
6508111146367			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 05:47:35 PM	19 Jun, 2025 05:57:26 PM	19 Jun, 2025 12:22:35 PM	0:12:04	100	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			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		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			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		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
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6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
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6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
6508111017544			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 05:58:58 PM	19 Jun, 2025 06:15:03 PM	18 Jun, 2025 02:56:53 PM	0:12:31	95	External
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6508111063408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
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6508111063408			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		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
6508111063408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
6508111063408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
6508111063408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
6508111063408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
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6508111063408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
6508111063408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
6508111063408			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		19 Jun, 2025 04:18:20 PM	19 Jun, 2025 06:25:40 PM	18 Jun, 2025 05:39:33 PM	0:15:31	100	External
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6508111208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 06:15:10 PM	19 Jun, 2025 06:31:11 PM	19 Jun, 2025 05:02:27 PM	0:09:29	70	External
6508111208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 06:15:10 PM	19 Jun, 2025 06:31:11 PM	19 Jun, 2025 05:02:27 PM	0:09:29	70	External
6508111208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 06:15:10 PM	19 Jun, 2025 06:31:11 PM	19 Jun, 2025 05:02:27 PM	0:09:29	70	External
6508111208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 06:15:10 PM	19 Jun, 2025 06:31:11 PM	19 Jun, 2025 05:02:27 PM	0:09:29	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
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6508111208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Jun, 2025 06:15:10 PM	19 Jun, 2025 06:31:11 PM	19 Jun, 2025 05:02:27 PM	0:09:29	70	External
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6508111208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Jun, 2025 06:15:10 PM	19 Jun, 2025 06:31:11 PM	19 Jun, 2025 05:02:27 PM	0:09:29	70	External
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6508111208483			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Jun, 2025 06:15:10 PM	19 Jun, 2025 06:31:11 PM	19 Jun, 2025 05:02:27 PM	0:09:29	70	External
6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
6508111183775			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		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
6508111183775			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		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
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6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
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6508111183775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		Jun, 2025 06:45:44 PM	19 Jun, 2025 06:54:09 PM	19 Jun, 2025 03:12:12 PM	0:12:32	95	External
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6508111123423			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		Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
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6508111123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	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
650811123423	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	[redacted]	9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
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650811123423			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		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811123423			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		9 Jun, 2025 06:33:07 PM	19 Jun, 2025 07:04:14 PM	18 Jun, 2025 09:41:28 PM	0:10:40	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			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		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			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		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
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650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
650811056081			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		9 Jun, 2025 06:46:21 PM	19 Jun, 2025 07:11:04 PM	18 Jun, 2025 05:13:02 PM	0:11:36	100	External
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650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			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		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			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		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
650811157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		9 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External

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6508111157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
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6508111157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
6508111157775			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		19 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
6508111157775			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 07:07:31 PM	19 Jun, 2025 07:17:43 PM	19 Jun, 2025 01:33:45 PM	0:08:18	100	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
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6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			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		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			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		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
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6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
6508811063490			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 07:10:56 PM	19 Jun, 2025 07:22:35 PM	18 Jun, 2025 05:42:18 PM	0:09:20	80	External
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6508811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
6508811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
6508811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
6508811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
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6508811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
6508811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
6508811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External

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
650811195848	[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	19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
650811195848			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Jun, 2025 07:13:47 PM	19 Jun, 2025 07:36:58 PM	19 Jun, 2025 04:04:24 PM	0:14:38	85	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			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	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			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	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			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	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811121470			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Jun, 2025 07:29:55 PM	19 Jun, 2025 07:38:57 PM	18 Jun, 2025 09:24:07 PM	0:08:48	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			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	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			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	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			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	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811159231			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	19 Jun, 2025 07:41:57 PM	19 Jun, 2025 07:44:48 PM	19 Jun, 2025 01:34:57 PM	0:07:21	100	External
650811223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
650811223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
650811223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
650811223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
650811223186			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	19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
650811223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	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
6508111223186	[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]	19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			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		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111223186			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 07:39:32 PM	19 Jun, 2025 07:48:07 PM	19 Jun, 2025 06:14:00 PM	0:11:53	65	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			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		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			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		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			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		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111212831			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 07:05:27 PM	19 Jun, 2025 07:48:43 PM	19 Jun, 2025 05:24:29 PM	0:07:43	85	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			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		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			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		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
6508111074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	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
650811074102	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
650811074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
650811074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
650811074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
650811074102			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		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
650811074102			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 07:50:26 PM	19 Jun, 2025 07:52:09 PM	18 Jun, 2025 06:24:38 PM	0:07:43	95	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			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		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			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		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			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		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811190417			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 07:50:53 PM	19 Jun, 2025 07:59:15 PM	19 Jun, 2025 03:40:17 PM	0:06:36	80	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			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		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			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		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			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		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811179000			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 08:02:04 PM	19 Jun, 2025 08:06:52 PM	19 Jun, 2025 02:55:29 PM	0:10:13	85	External
650811121667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External

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
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	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		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	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		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	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		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811121667	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 08:00:04 PM	19 Jun, 2025 08:08:14 PM	18 Jun, 2025 09:25:51 PM	0:09:19	65	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	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		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	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		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	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		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811237636	CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 08:09:05 PM	19 Jun, 2025 08:18:41 PM	19 Jun, 2025 07:27:02 PM	0:08:55	90	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	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		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	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		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External

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
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		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		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811000766		CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 08:12:16 PM	19 Jun, 2025 08:24:55 PM	18 Jun, 2025 02:08:22 PM	0:22:54	80	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		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		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		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		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
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650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		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		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811126675		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 08:26:01 PM	19 Jun, 2025 08:32:07 PM	18 Jun, 2025 09:55:39 PM	0:08:31	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
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650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		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		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		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		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	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
650811040386	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386			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		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811040386			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 08:45:20 PM	19 Jun, 2025 08:51:50 PM	18 Jun, 2025 04:23:14 PM	0:11:37	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			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		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
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650811153480			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		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811153480			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 09:35:44 PM	19 Jun, 2025 09:43:09 PM	19 Jun, 2025 01:02:35 PM	0:16:18	100	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			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		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			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		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			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		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811174228			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		19 Jun, 2025 09:59:53 PM	19 Jun, 2025 10:04:42 PM	19 Jun, 2025 02:35:48 PM	0:11:09	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	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
650811182582	[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]	20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			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		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			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		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811182582			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 10:11:02 AM	20 Jun, 2025 10:13:01 AM	19 Jun, 2025 03:11:29 PM	0:06:40	95	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			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		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			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		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	te	20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			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		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811200343			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 10:29:04 AM	20 Jun, 2025 10:35:53 AM	19 Jun, 2025 04:24:43 PM	0:11:52	70	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			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		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			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		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	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
650811061067	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
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650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			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		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650811061067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 10:38:54 AM	20 Jun, 2025 10:46:39 AM	18 Jun, 2025 05:30:54 PM	0:13:32	90	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			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		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			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		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			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		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650810859662			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 10:52:14 AM	20 Jun, 2025 11:17:14 AM	17 Jun, 2025 03:42:34 PM	0:31:44	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			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		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			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		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	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
650811166988	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	[redacted]	20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			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		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811166988			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 11:12:09 AM	20 Jun, 2025 11:21:32 AM	19 Jun, 2025 02:05:01 PM	0:14:14	80	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			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		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			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		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			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		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650811250069			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 11:37:44 AM	20 Jun, 2025 11:41:22 AM	19 Jun, 2025 08:33:56 PM	0:10:31	100	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			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		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II				20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			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		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesn		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	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
650810997078	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	[redacted]	20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			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		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810997078			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 11:26:18 AM	20 Jun, 2025 12:01:01 PM	18 Jun, 2025 01:48:18 PM	0:12:40	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			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		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			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		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			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		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650810377994			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 12:07:37 PM	20 Jun, 2025 12:11:27 PM	12 Jun, 2025 09:29:35 PM	0:26:41	90	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		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		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		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		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Did the customer call regarding Payment arrangement & other forms of Bill assistance	6.1	yesno		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811167642			CTE_Credit_Escalation		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 12:19:51 PM	20 Jun, 2025 12:25:26 PM	19 Jun, 2025 02:43:03 PM	0:13:34	100	External
650811030671			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	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
6508110306 71	[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]	20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			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		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			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		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			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		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508110306 71			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 12:05:50 PM	20 Jun, 2025 12:27:06 PM	18 Jun, 2025 03:42:28 PM	0:11:49	85	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			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		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			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		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			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		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508108269 46			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 12:39:19 PM	20 Jun, 2025 12:43:06 PM	17 Jun, 2025 01:56:10 PM	0:08:30	90	External
6508112578 91			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
6508112578 91			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
6508112578 91			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
6508112578 91			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
6508112578 91			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		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
6508112578 91			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	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
650811257891	[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]	20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
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650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
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650811257891			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 12:31:01 PM	20 Jun, 2025 12:49:18 PM	19 Jun, 2025 09:11:29 PM	0:20:32	100	External
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650811165419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:47:50 PM	20 Jun, 2025 12:58:07 PM	19 Jun, 2025 01:57:06 PM	0:08:48	100	External
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650811165419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:47:50 PM	20 Jun, 2025 12:58:07 PM	19 Jun, 2025 01:57:06 PM	0:08:48	100	External
650811165419			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		20 Jun, 2025 12:47:50 PM	20 Jun, 2025 12:58:07 PM	19 Jun, 2025 01:57:06 PM	0:08:48	100	External
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650811165419			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		20 Jun, 2025 12:47:50 PM	20 Jun, 2025 12:58:07 PM	19 Jun, 2025 01:57:06 PM	0:08:48	100	External
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650811165419			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 12:47:50 PM	20 Jun, 2025 12:58:07 PM	19 Jun, 2025 01:57:06 PM	0:08:48	100	External
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650811196366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:59:29 PM	20 Jun, 2025 01:03:40 PM	19 Jun, 2025 04:07:00 PM	0:16:35	90	External
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650811196366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:59:29 PM	20 Jun, 2025 01:03:40 PM	19 Jun, 2025 04:07:00 PM	0:16:35	90	External
650811196366			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		20 Jun, 2025 12:59:29 PM	20 Jun, 2025 01:03:40 PM	19 Jun, 2025 04:07:00 PM	0:16:35	90	External
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650811196366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 12:59:29 PM	20 Jun, 2025 01:03:40 PM	19 Jun, 2025 04:07:00 PM	0:16:35	90	External
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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
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650811196366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 12:59:29 PM	20 Jun, 2025 01:03:40 PM	19 Jun, 2025 04:07:00 PM	0:16:35	90	External
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650811196366			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 12:59:29 PM	20 Jun, 2025 01:03:40 PM	19 Jun, 2025 04:07:00 PM	0:16:35	90	External
650811264067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 12:58:30 PM	20 Jun, 2025 01:14:40 PM	19 Jun, 2025 09:52:53 PM	0:09:35	60	External
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650811264067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 12:58:30 PM	20 Jun, 2025 01:14:40 PM	19 Jun, 2025 09:52:53 PM	0:09:35	60	External
650811264067			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		20 Jun, 2025 12:58:30 PM	20 Jun, 2025 01:14:40 PM	19 Jun, 2025 09:52:53 PM	0:09:35	60	External
650811264067			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 12:58:30 PM	20 Jun, 2025 01:14:40 PM	19 Jun, 2025 09:52:53 PM	0:09:35	60	External
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650811240235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 01:23:42 PM	20 Jun, 2025 01:24:48 PM	19 Jun, 2025 08:09:44 PM	0:09:52	100	External
650811240235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 01:23:42 PM	20 Jun, 2025 01:24:48 PM	19 Jun, 2025 08:09:44 PM	0:09:52	100	External
650811240235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 01:23:42 PM	20 Jun, 2025 01:24:48 PM	19 Jun, 2025 08:09:44 PM	0:09:52	100	External
650811240235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 01:23:42 PM	20 Jun, 2025 01:24:48 PM	19 Jun, 2025 08:09:44 PM	0:09:52	100	External
650811240235			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		20 Jun, 2025 01:23:42 PM	20 Jun, 2025 01:24:48 PM	19 Jun, 2025 08:09:44 PM	0:09:52	100	External
650811240235			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 01:23:42 PM	20 Jun, 2025 01:24:48 PM	19 Jun, 2025 08:09:44 PM	0:09:52	100	External

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
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		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		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		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		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		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		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650811125591		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 01:15:02 PM	20 Jun, 2025 01:27:17 PM	18 Jun, 2025 09:54:31 PM	0:08:34	70	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		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		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		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		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
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650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		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		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810943743		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 01:25:06 PM	20 Jun, 2025 01:28:47 PM	17 Jun, 2025 08:39:00 PM	0:05:21	95	External
650810871382		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382		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		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382		CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	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
650810871382	[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]	20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			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		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650810871382			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 01:39:09 PM	20 Jun, 2025 01:50:04 PM	17 Jun, 2025 04:19:24 PM	0:14:29	90	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			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		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			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		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
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650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			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		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811214827			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 02:00:55 PM	20 Jun, 2025 02:03:35 PM	19 Jun, 2025 05:35:47 PM	0:13:01	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			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		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			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		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	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
650811121854	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	[redacted]	20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			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		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650811121854			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 01:57:09 PM	20 Jun, 2025 02:12:40 PM	18 Jun, 2025 09:28:03 PM	0:18:26	100	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			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		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			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		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			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		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810930349			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 01:46:34 PM	20 Jun, 2025 02:19:03 PM	17 Jun, 2025 07:55:27 PM	0:32:56	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			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		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			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		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810859986			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		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	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
650810859986			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 01:35:24 PM	20 Jun, 2025 02:26:04 PM	17 Jun, 2025 03:48:23 PM	0:09:25	90	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			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		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			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		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			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		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650810866624			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 02:20:21 PM	20 Jun, 2025 02:49:52 PM	17 Jun, 2025 04:05:39 PM	0:16:33	95	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			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		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			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		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
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650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
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650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
650811304827			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		20 Jun, 2025 02:40:58 PM	20 Jun, 2025 02:49:55 PM	20 Jun, 2025 01:50:33 PM	0:14:56	90	External
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650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			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		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	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
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650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
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650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
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650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			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		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811194452			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 02:14:47 PM	20 Jun, 2025 02:50:07 PM	19 Jun, 2025 03:57:43 PM	0:26:28	90	External
650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
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650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			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		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			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		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
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650811209578			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		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811209578			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 02:47:17 PM	20 Jun, 2025 02:51:14 PM	19 Jun, 2025 05:06:57 PM	0:09:59	100	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			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		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
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650811003468			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		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
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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
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650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
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650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			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		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811003468			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 03:02:27 PM	20 Jun, 2025 03:08:17 PM	18 Jun, 2025 02:14:33 PM	0:18:34	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
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650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
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650811325591			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		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			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		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811325591			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 03:32:44 PM	20 Jun, 2025 03:43:03 PM	20 Jun, 2025 02:59:40 PM	0:13:45	95	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			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		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			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		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	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
650811181271	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	[redacted]	20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			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		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650811181271			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 03:36:41 PM	20 Jun, 2025 03:43:11 PM	19 Jun, 2025 03:01:33 PM	0:15:13	100	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			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		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			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		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
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650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			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		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650810766373			CTE_Credit_Disco		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 03:10:51 PM	20 Jun, 2025 03:45:38 PM	16 Jun, 2025 08:33:25 PM	0:13:38	95	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			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		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			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		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
650811248975			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		20 Jun, 2025 03:57:00 PM	20 Jun, 2025 04:02:43 PM	19 Jun, 2025 08:21:37 PM	0:09:07	90	External
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650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	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
650811225227	[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]	20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			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		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			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		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811225227			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 04:02:56 PM	20 Jun, 2025 04:04:37 PM	19 Jun, 2025 06:27:08 PM	0:10:14	100	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			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		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			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		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			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		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811232761			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 04:04:01 PM	20 Jun, 2025 04:09:26 PM	19 Jun, 2025 07:03:08 PM	0:06:44	65	External
650811245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			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		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			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		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
650811245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	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
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6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			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		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111245643			CTE_Credit_Span		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 04:11:31 PM	20 Jun, 2025 04:13:32 PM	19 Jun, 2025 08:05:08 PM	0:08:08	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			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		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			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		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			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		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111115474			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 04:23:51 PM	20 Jun, 2025 04:31:55 PM	18 Jun, 2025 09:01:08 PM	0:12:26	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			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		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			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		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
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6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
6508111315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External

REDACTED

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
650811315103	[redacted]		CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
650811315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
650811315103			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	20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
650811315103			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Jun, 2025 04:31:22 PM	20 Jun, 2025 04:32:40 PM	20 Jun, 2025 02:39:20 PM	0:11:32	100	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			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	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			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	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			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	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811104408			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Jun, 2025 04:13:31 PM	20 Jun, 2025 04:37:55 PM	18 Jun, 2025 08:15:18 PM	0:14:15	95	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	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	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	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	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	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	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811211383		M	CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea	20 Jun, 2025 04:44:27 PM	20 Jun, 2025 05:02:25 PM	19 Jun, 2025 05:19:23 PM	0:13:02	85	External
650811293415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio	20 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
650811293415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno	20 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
650811293415			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno	20 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	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
6508112934l5	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea	[redacted]	0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			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		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			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		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			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		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112934l5			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		0 Jun, 2025 04:55:47 PM	20 Jun, 2025 05:04:44 PM	20 Jun, 2025 01:07:41 PM	0:13:14	95	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			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		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			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		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			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		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112114l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		0 Jun, 2025 04:43:53 PM	20 Jun, 2025 05:10:10 PM	19 Jun, 2025 05:15:57 PM	0:17:20	100	External
6508112534l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
6508112534l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
6508112534l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
6508112534l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
6508112534l3			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		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
6508112534l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
6508112534l3			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		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
6508112534l3			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		0 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	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
650811253413	[redacted]	[redacted]	CTE_Credit	[redacted]	Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno	[redacted]	20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			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		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650811253413			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 05:14:41 PM	20 Jun, 2025 05:38:15 PM	19 Jun, 2025 08:52:46 PM	0:20:57	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			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		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			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		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			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		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650810710391			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 05:21:57 PM	20 Jun, 2025 05:41:58 PM	16 Jun, 2025 05:53:43 PM	0:18:10	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			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		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			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		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
650811363694			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	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
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6508113636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
6508113636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
6508113636			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		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
6508113636			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 05:57:21 PM	20 Jun, 2025 06:00:03 PM	20 Jun, 2025 04:58:53 PM	0:11:29	95	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			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		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			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		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			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		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113428			CTE_Credit_Payment		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 06:01:13 PM	20 Jun, 2025 06:06:18 PM	20 Jun, 2025 03:53:45 PM	0:08:33	100	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Comments on Opening:	2.3	textarea		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			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		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Explain Benefits & Tiers / Offer LIDR - Tier I/ II	3.2	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			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		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer 18 month, Monthly Flat Plan	3.4	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer and provide benefits of Weatherization	3.5	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Offer RRES & ESS	3.6	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Discuss/Explain Review Officer	3.7	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Soft Skills Using Template	3.8	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Middle	Comments on Middle:	3.9	textarea		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Update RECAP	4.1	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Documentation & followed proper procedure	4.2	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Closing	Comments on Closing:	4.3	textarea		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Did the CSR resolve customers reason for calling	5.1	yesno		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	First Contact Resolution	Comments on First Contact Resolution:	5.2	textarea		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			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		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113307			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Type of Call	Comments on Type of Call:	6.2	textarea		20 Jun, 2025 05:39:04 PM	20 Jun, 2025 06:08:46 PM	18 Jun, 2025 04:03:46 PM	0:12:49	80	External
6508113364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Utility Type	Select Utility Type	1.1	radio		20 Jun, 2025 05:59:46 PM	20 Jun, 2025 06:09:26 PM	20 Jun, 2025 03:35:02 PM	0:14:43	90	External
6508113364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Used the appropriate greeting - CT CSR Greeting/include LIDR	2.1	yesno		20 Jun, 2025 05:59:46 PM	20 Jun, 2025 06:09:26 PM	20 Jun, 2025 03:35:02 PM	0:14:43	90	External
6508113364			CTE_Credit		Alorica - CT Credit Quality Evolution Form	Opening	Properly identified/authenticated the caller and account/offer paperless billing	2.2	yesno		20 Jun, 2025 05:59:46 PM	20 Jun, 2025 06:09:26 PM	20 Jun, 2025 03:35:02 PM	0:14:43	90	External